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DEPARTMENT OF

ARTIFICIAL INTELLIGENCE AND DATA SCIENCE

CCW332 – DIGITAL MARKETING

[REGULATION-2021]

STUDY MATERIAL

NAME OF THE STUDENT : _____

REGISTER NUMBER : _____

YEAR/SEM : III/V

ACADEMIC YEAR : 2024-2025

PREPARED BY:

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MAILAM Engineering College

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DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE

CCW332 - DIGITAL MARKETING

III YEAR / V SEM

SYLLABUS

COURSE OBJECTIVES:

- The primary objective of this module is to examine and explore the role and importance of digital marketing in today's rapidly changing business environment.
- It also focuses on how digital marketing can be utilized by organizations and how its effectiveness can be measured.

UNIT I INTRODUCTION TO ONLINE MARKET 6

Online Market space- Digital Marketing Strategy- Components - Opportunities for building Brand Website - Planning and Creation - Content Marketing.

UNIT II SEARCH ENGINE OPTIMISATION 6

Search Engine optimisation - Keyword Strategy- SEO Strategy - SEO success factors - On-Page Techniques - Off-Page Techniques. Search Engine Marketing- How Search Engine works- SEM components- PPC advertising -Display Advertisement

UNIT III E- MAIL MARKETING 6

E- Mail Marketing - Types of E- Mail Marketing - Email Automation - Lead Generation - Integrating Email with Social Media and Mobile- Measuring and maximizing email campaign effectiveness. Mobile Marketing- Mobile Inventory/channels- Location based; Context based; Coupons and offers, Mobile Apps, Mobile Commerce, SMS Campaigns-Profiling and targeting

UNIT IV SOCIAL MEDIA MARKETING 6

Social Media Marketing - Social Media Channels- Leveraging Social media for brand conversations and buzz. Successful /benchmark Social media campaigns. Engagement Marketing- Building Customer relationships - Creating Loyalty drivers - Influencer Marketing.

UNIT V DIGITAL TRANSFORMATION 6

Digital Transformation & Channel Attribution- Analytics- Ad-words, Email, Mobile, Social Media, Web Analytics - Changing your strategy based on analysis- Recent trends in Digital marketing.

30 PERIODS

PRACTICAL EXERCISES:

30 PERIODS

1. Subscribe to a weekly/quarterly newsletter and analyze how its content and structure aid with the branding of the company and how it aids its potential customer segments.
2. Perform keyword search for a skincare hospital website based on search volume and competition using Google keyword planner tool.
3. Demonstrate how to use the Google WebMasters Indexing API
4. Discuss an interesting case study regarding how an insurance company manages leads.
5. Discuss negative and positive impacts and ethical implications of using social media for political advertising.
6. Discuss how Predictive analytics is impacting marketing automation

COURSE OUTCOMES:

CO1: To examine and explore the role and importance of digital marketing in today's rapidly changing business environment.

CO2: To focuses on how digital marketing can be utilized by organizations and how its effectiveness can be measured.

CO3: To know the key elements of a digital marketing strategy.

CO4: To study how the effectiveness of a digital marketing campaign can be measured

CO5: To demonstrate advanced practical skills in common digital marketing tools such as SEO, SEM, Social media and Blogs.

TOTAL:60 PERIODS**TEXT BOOKS**

1. Fundamentals of Digital Marketing by Puneet Singh Bhatia;Publisher: Pearson Education;
2. First edition (July 2017);ISBN-10: 933258737X;ISBN-13: 978-9332587373.
3. Digital Marketing by Vandana Ahuja ;Publisher: Oxford University Press (April 2015). ISBN-10: 0199455449
4. Marketing 4.0: Moving from Traditional to Digital by Philip Kotler;Publisher: Wiley; 1st edition (April 2017); ISBN10: 9788126566938;ISBN 13: 9788126566938;ASIN: 8126566930.
5. Ryan, D. (2014). Understanding Digital Marketing: Marketing Strategies for Engaging the Digital Generation, Kogan Page Limited..



STAFF INCHARGE

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HOD



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DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE**III YEAR / VI SEM****CCW332 – DIGITAL MARKETING****UNIT 1 – INTRODUCTION TO ONLINE MARKET****Unit 1**

Online Market space- Digital Marketing Strategy- Components – Opportunities
for building Brand Website - Planning and Creation - Content Marketing.

PART A**1. Define Digital marketing.**

- The definition of digital marketing according to IDM (Institute of Direct and Digital Marketing) includes ‘the management and execution of marketing using electronic media such as the web, email, interactive TV, wireless media in conjunction with digital data about customers characteristics and behavior.’

2. Define marketing.

- According to Philip Kotler, Marketing is the set of human activities directed at facilitating and consummating exchanges. The American Marketing association defines marketing as the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large.

3. What is e-commerce?

- E-commerce refers to any form of business transaction conducted online. The most popular example of e-commerce is online shopping, which is defined as buying and selling of goods via the internet on any device. However, e-commerce can also entail

other types of activities, such as online auctions, payment gateways, online ticketing, and internet banking.

4. What is meant by green marketing?

- Green marketing products that are presumed to be environmentally safe. It incorporates a broad range of activities, including product modification, changes to the production process, sustainable packaging, as well as modifying advertising.

5. Define marketing management.

- The American Association of Marketing define marketing management as the process of planning and executing the conception, pricing, promotion and distribution of ideas, goods and services in order to create, exchange and satisfy individual and organizational objectives

6. Why has Digital Marketing grown to be this huge compared to offline marketing?

In recent years, digital marketing has demonstrated immense power, and here are some of the most compelling reasons:

- Directly relates to customers' needs
- Good exposure to product outreach and analytics
- A more convenient approach to connect with people from all across the world
- Changes can be implemented almost immediately if needed

7. Differentiate between direct marketing and branding.

- Direct marketing aims to increase a company's revenue by creating demand. The use of stories in brand marketing allows you to connect with your audience on a much deeper level.
- Direct marketing has a direct impact on top-line revenue. Typically, a high level of urgency and priority is assigned. Brand marketing has a long-term impact on brand equity and serves as a barrier to market pressures. It's not urgent, but it's critical.
- Testing and measuring are often on the minds of direct marketers. Differentiation is something that brand marketers consider.
- Response, leads, conversion, and sales are the KPIs used in direct marketing. The focus of brand marketers is on KPIs like awareness, recognition, and engagement.

8. List a few disadvantages of Digital Marketing.

- Skills and training - Make sure your staff has the expertise and experience they need to properly deploy digital marketing. Tools, platforms, and trends change quickly, so being up to date is essential.
- Time-consuming - Duties like optimizing internet advertising campaigns and developing marketing content can consume a significant amount of time.
- High competition - While internet marketing allows you to access a global audience, it also puts you in direct rivalry with others worldwide. It can be challenging to stand out from the crowd and capture attention among the different messages offered by consumers online.
- Complaints and feedback - Any nasty comments or criticism of your brand might be seen by your target audience on social media and review sites. It might be challenging to provide excellent customer service online.

9. List a few Digital Marketing trends for 2022-23.

- Short DIY videos
- Telling a real story or example
- Audience focused content
- Personalized content
- Using AI in content
- Google Discover
- NFTs are used by marketers

10. Which are some of the popular digital marketing tools?

- Google Analytics
- Ahref
- Mailchimp
- Google Keyword Planner
- Kissmetrics
- Keyword Discovery
- SEMrush
- Buffer App
- AdEspresso

11. How can you categorize Digital marketing?

Digital marketing can be categorized into Inbound Marketing and Outbound Marketing.

- Inbound marketing pulls in interested customers, whereas outbound marketing doesn't care about interest.
- Consumer need is considered in inbound marketing, but in outbound marketing, it is done according to the product's needs.

12. What are the four C's of Digital Marketing?

- Customer - The person who receives the message.
- Content - The message that the customer sees is referred to as content.
- Context - The message sent to the consumer.
- Conversation - This is when you and your consumer have a conversation.

13. How can you categorize Digital marketing?

Inbound Marketing	Outbound Marketing
Pulls in interested costumers	Pushes regardless of interest
Written according to the consumer's needs	Written according to the product's needs
A part of content consumption	Disrupts content consumption
Natural habitat: blogs, social media, search, influencer marketing, opt-in emails.	Natural habitat: display ads, telemarketer scripts, magazines, TV ads, billboards.

14. What are the different types of Digital Marketing?

Different Digital Marketing aspects –

- Search Engine Optimization (SEO)
- Search Engine Marketing (SEM)
- Content Marketing
- Email Marketing
- Social Media Marketing
- E-commerce Marketing

15. What are the most effective ways to increase traffic to your website?

The most popular and effective ways to increase traffic to your website are-

- Paid search
- Display advertising
- Content marketing
- Writing crisp headlines
- SEO activities
- Content optimization
- Targeting long-tail keywords
- Guest blogging
- Seeking referral traffic
- Posting content on LinkedIn
- Linking Internally
- Email marketing

16. Define a responsive web design.

- Responsive web design makes web pages perform well on different devices like desktop, mobile, and tablet. It ensures that the user has a great viewing experience no matter what device they use to access your website. The practice of a responsive design consists of a mix of flexible layouts, images, grids, and the use of CSS media queries.

17. What are the 3 ingredients of Digital Marketing?

The 3 ingredients of Digital Marketing are-

- Traffic
- Insights
- Sale

18. What are the skills needed for Digital Marketing?

- Digital Marketing is an amalgamation of innovation, creativity, and analytics; one should have a creative mind, data analysis skills, writing and editing skills, and technical skills to be a successful digital marketer.

19. Define content marketing.

- Content marketing is a strategic marketing approach focused on creating and distributing valuable, relevant, and consistent content to attract and retain a clearly defined audience and ultimately to drive profitable customer action.

20. Differ Traditional Marketing Vs Digital Marketing

Basis of difference	Traditional Marketing	Digital /Internet Marketing
1.Direction of communication	Uni-directional communication (company communicates with its customers about its products or services in one direction way)	Bi-directional communication (business can communicate with customers and customers can ask queries or make suggestions to business as well)
2.Medium of Communication	TV ad , bill board , news paper etc.	Social media websites, chats, apps and e-mail etc.

21. Write the importance or advantages of digital marketing.

- Provides equal opportunity for all kinds of businesses
- More cost effective than traditional marketing
- Delivers better conversion
- Helps to generate better revenues

22. List the Benefits of Traditional Marketing.

- You can easily reach your target local audience.
- The materials can be kept
- It's easy to understand

23. What do you mean by content marketing?

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- Content marketing is a strategic marketing approach focused on creating and distributing valuable, relevant, and consistent content to attract and retain a clearly defined audience — and, ultimately, to drive profitable customer action

24. Define Market place.

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- The market place for an organization includes interaction between all the elements of the micro-environment. There are five forces which impact organization in the marketplace.

PART B

- 1. Explain the concepts of online market space Or discuss the basic concepts of digital marketing.**

What is Digital marketing? What are the challenges faced by Digital Marketing in current scenario? Give examples.

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Digital Marketing: Meaning, Scope and Importance

Digital marketing encompasses all marketing efforts that use an electronic device or the internet. Businesses leverage digital channels such as search engines, social media, email, and their websites to connect with current and prospective customers.

Marketing has always been about connecting with your audience in the right place and at the right time.

Digital marketing is defined by the use of numerous digital tactics and channels to connect with customers where they spend much of their time: online. From the website itself to a business's online branding assets — digital advertising, email marketing, online brochures, and beyond — there's a spectrum of tactics that fall under the umbrella of "digital marketing."

The best digital marketers have a clear picture of how each digital marketing campaign supports their overarching goals. And depending on the goals of their marketing strategy, marketers can support a larger campaign through the free and paid channels at their disposal.

A content marketer can create a series of blog posts that serve to generate leads from a new ebook the business recently created. The company's social media marketer might then help promote these blog posts through paid and organic posts on the business's social media accounts. Perhaps the email marketer creates an email campaign to send those who download the ebook more information on the company.

Scope and Importance

Digital Marketing industry is booming not just in India but all parts of the world. The year 2016 took the industry by surprise with over 1.5 lakh job opportunities in the Digital Marketing domain. Well, the following was a bigger surprise when only the first quarter of 2017 marked for 8 lakh job opportunities.

The surveys conducted by several forums have predicted this number to grow with Digitalisation in the nation. Our Prime Minister has been actively promoting the idea of Digital India. PM Modi's digital India campaign gained massive popularity. The initiative of

Government of India is aimed at providing easy services to its natives.

Now imagine when a nation's government is promoting the digital interaction, what do you think will be the Digital Marketing scope in that nation.

1. As a tool for communication
 - A. Digital marketing gives fair opportunities to all kinds of businesses
 - B. Digital Spending Up
 - C. The power of smart phone as game changer the marketing arena.
 - D. Consumer attention and online dominance
 - E. Data Explosion
 - F. Bright Future
2. As a career in marketing
 - A. Digital marketing manager
 - B. Content writers
 - C. Content marketing managers
 - D. Inbound marketing manager
 - E. Social media marketing expert
 - F. SEO executive
 - G. Conversion rate optimizer
 - H. Copywriter
 - I. E-mail marketer
 - J. Web analytics executive

Importance of Digital marketing

1. Provides equal opportunity for all kinds of businesses
2. More cost effective than traditional marketing
3. Delivers better conversion
4. Helps to generate better revenues

5. Facilitates interaction with targeted audiences
6. Caters the mobile consumers
7. Builds brand reputation
8. Influence customers to take favorable action via CTA

Types of Digital marketing

1. SEM (Search engine marketing)
2. SEO (Search engine optimization)
3. PPC (Pay Per click)
4. Content marketing
5. Email-marketing
6. Social media marketing
7. Affiliate marketing

2. How Digital marketing differ from traditional marketing?

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Traditional Marketing Vs Digital Marketing:

The debate continues as to whether digital marketing is overpowering and surpassing traditional marketing or not. Many think that for the most part, digital marketing has taken over and traditional marking barely exists, if at all. Recent occurrences such as the magazine giant, Newsweek switching to totally digital publications cause ripples throughout

Over the last year or so traditional marketing had fallen nearly 160% while in the same time frame expenses for digital marketing increased over 14%. **Refer fig 1.1**

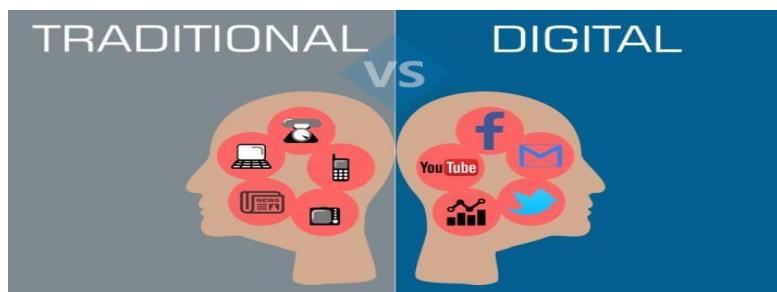


Figure 1.1 – Traditional Vs Digital

Traditional Marketing:

The traditional way of marketing lets businesses market their products or

administrations on print media, radio and TV commercials, bill boards, business cards, and in numerous other comparable ways where Internet or web-based social networking sites were not utilized for promoting. **Refer fig 1.2**

Traditional promoting approaches had constrained client reachability and extent of driving clients' purchasing conduct.

In addition, traditional marketing methods were not quantifiable too. There are many facets of traditional marketing and examples might include tangible items such as business cards, print ads in newspapers or magazines. It can also include posters, commercials on TV and radio, billboards and brochures. Traditional marketing is anything except digital means to brand your product or logo.

Another overlooked means of traditional marketing is when people find a particular business through a referral or a network and eventually you build a rapport with them. Because of its longevity, people are accustomed to traditional marketing. Finding ads in magazines and newspapers, or reading billboards are still familiar activities and people still do them all the time.

Most of the time, traditional marketing is reaching only a local audience even though it is not limited to one. There are some aspects where traditional marketing wins over the online advertising battle, which include Target Local Audience, Materials are for keeps, More personal and Simpler process.

One of the primary disadvantages of traditional marketing is that the results are not easily measured, and in many cases cannot be measured at all. In most cases, traditional marketing is also more costly than digital marketing. And perhaps the biggest disadvantage today is that traditional marketing is static which means there is no way to interact with the audience. It's more like you are throwing information in front of people and hoping that they decide to take action.

**Figure 1.2 – Traditional Marketing****Digital Marketing:**

Digital Marketing can be understood as a well-targeted, conversion-oriented, quantifiable, and interactive marketing of products or services by utilizing digital innovation to achieve the customers, and transform them into clients in a sustainable fashion. The whole concept and functionalities of Digital Marketing are more competent, effective, result-oriented and measurable, which make it very different from traditional marketing.

Digital or online marketing is the marketing mode of the global village. It is only obvious that the era of the internet will have its influence in every realm of life. The world of digital marketing continues to evolve and as long as technology continues to advance, digital marketing will as well.

Examples of digital marketing include things like websites, social media mentions, YouTube videos, and banner ads. Specifically, digital marketing is similar to traditional advertising, but using digital devices.

Digital marketing is considered a form of inbound marketing and its goal is for people to find you. Businesses put content (or ads) out for individuals to find. People may conduct an organic online search, a paid search, find your business on a social network or by reading content that has been published online such as a blog or an article. The more they see you or your content, the more familiar they will become with your brand and they will eventually develop a trust and a rapport with you through this online presence.

One benefit to using digital marketing is that the results are much easier to measure; and another is that a digital campaign can reach an infinite audience. It is also possible to tailor a digital campaign to reach a local audience but it can also

be used on the web and reach the entire globe when appropriate.

Digital marketing is also a very interactive means of reaching an audience since it makes use of social outlets. There can be plenty of direct contact between the audience and the business which means that the business can get some very valuable consumer feedback.

Benefits of Digital Marketing over Traditional Marketing include reduced cost, real time result, brand Development, non-intrusive, higher exposure, higher engagement, Quicker publicity, Non interruptive, Good For All Stages Of Fields, Easy analytics and Strategy Refinement.

One of the disadvantages to using digital media marketing strategies is that it can take some time to realize measurable success. **Refer fig 1.3**



Figure 1.3 – Digital Marketing

Differences between Traditional Marketing & Digital Marketing:

Traditional Marketing	Digital Marketing
1. Communication is unidirectional in traditional marketing, which means, an organization communicates about its services with its audiences.	1. Communication is bidirectional in Digital Marketing as businesses can communicate with customers and customers can ask queries or make suggestions to businesses as well.
2. Medium of communication in traditional marketing is generally phone calls, emails, and letters.	2. Medium of communication is more powerful and involves social media websites, chats, apps and Email.

3. Campaign in Traditional marketing takes more time as designing, preparing, and launching are involved.	3. Digital marketing campaigns can be developed quite rapidly and with digital tools, channelizing Digital Marketing campaigns is easier.
4. It is best for reaching local audience.	4. It is very effective for reaching global audiences.
5. It is almost impossible to measure the effectiveness of a traditional marketing campaign.	5. Digital Marketing lets you measure the effectiveness of a digital marketing campaign through analytics.

Table 1.1 - Traditional Vs Digital marketing

3. Discuss the characteristics of digital marketing.

Characteristics of Digital Marketing:

We are living in the digital age today. Outdated marketing won't help you get profits you desire for. Digital Marketing is a necessity today of almost every business. There is no way around it. The way you dedicated a lot of your time and effort to making your product, similarly it is important to invest in a complete digital strategy to launch and show your product or services to your targeted audience and continually improve your brand presence online.

Make sure that you evaluate all your options so you get aware of your digital marketing platforms and whether or not you're really boosting the potential of your marketing campaign. When done correctly, this can help you stand out from the crowd and get succeed.

Digital Marketing is a great way of increasing brand awareness, customer engagement and long-term loyalty and generating a short-term boost in sales, despite the fact that every digital marketing campaign is different in their own ways, the reality is that many of them are built on common basics and a few key elements.

Successful Digital Marketing Campaign requires a lot of time following through analytics and data to find insights. But, as we have analyzed which characteristics successful campaigns share to help you.

1. Get a Quality Company Website:

A business website is a pseudo B2B portal, allowing businesses and customers from around the world to connect with you. A business website is similar to your Company brochure, available 24x7, and projects you as a professional outfit.

2. Social Media Presence:

The biggest achievement of this digital era has been the ease with which people have learnt to communicate- Social Media websites like Facebook, Twitter, Google+, Pinterest, YouTube etc. are the latest methods to communicate across wide demographics of age, taste and culture. By actively promoting your company on these social media, you are getting the world to talk about you.

3. Blogging and Forums:

Here is a powerful axiom- 'Content is King'. Produce powerful, genuine and compelling content as part of your Company blog. Be a regular on relevant forums and discussion panels. Learn the art of connecting your business themes into the content that you produce. In time, your content will stand up to be the biggest promoter of your brand.

4. List your business on the three biggest listing services:

Register your business on 'Google Places' - this allows your business to feature on Google searches and be listed on Google Maps. Other business databases that you must be part of include 'Yahoo! Local' and Microsoft's 'Bing'. Joining these services is free; setting up an account takes very limited time and the far reach of these services translates to free promotion for your business.

5. Email Marketing:

In recent times, bulk emailing isn't a very favored promotional concept. However, if done well, and with good intentions, email marketing could be a powerful tool in your Company's online promotional arsenal. Personalized emails speak directly to the target audience, helps you get an immediate response and can aid in the opening of a line of communication with your prospective customer base. It's free and fast promotion- with an impactful feedback.

6. A Dedicated Digital Marketing Expert:

If you aren't sure about pulling off a good promotional job individually, maybe it's a good idea to hire an innovative, enthusiastic Digital Marketing Consultant to handle your Company's online promotional strategy.

4. Discuss the market place online marketing.

Market Place:

The market place for an organization includes interaction between all the elements of the micro-environment. There are five forces which impact organization in the marketplace. The impact of internet on the five forces is as follows: **Refer fig 1.4**

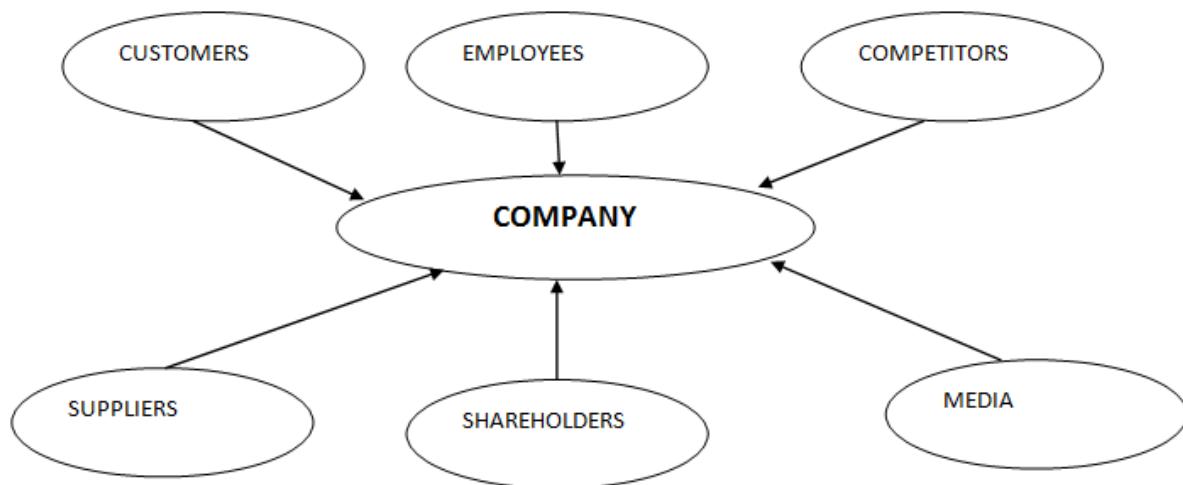


Figure 1.4 – Market place of company

Bargaining Power of Customers: with the advent of the internet, customers have wider choices of products than before. The increase in competition has reduced the price level as customer demand more transparency in operations. Thus, the bargaining power of customers has increased.

Bargaining Power of Suppliers: again, with wider choice due to the internet. The bargaining power of the supplier has gone down

Threats of substitute: the internet has enabled quicker introduction of products and services. The organization must carefully observe the introduction of substitute in the market as to avoid losing market share.

Barriers to entry: the internet has substantially reduced establishment costs, especially in the services industry. Therefore, organization has to carefully observe the movement of the new entrants in the market.

Competition: the internet has started the trend of faster commoditization of products. Thus companies need to find new ways through which it can differentiate itself from competition.

5. Explain the Process and steps in digital marketing.**Digital Marketing Process****1. Developing Mission Statement**

That is the Organizational Mission Statement to be matched up with Marketing

2. Situational Analysis

Identify the Problems and work on getting solutions. In order to achieve business goals, let me just brief you about the above chart.

Identify the problem and Research. The marketer can identify the problem and research by asking people's opinion about what they actually need. Here surveys come into the picture where you take suggestions from the people and delivered the solutions (product/Services).

3. Marketing Strategy and Marketing Mix

Developing the Alternatives plan. After going through the surveys and analyzing the needs of the customers and then one can develop the alternatives plans. Once you Developed the alternatives plans, The next step is to carefully analyze every alternative and select the best possible alternative plan among them.

Marketing Mix which includes product Development, Pricing, Promotion, Place and Distribution Analyze and selects the Best alternative Plan.

4. Implementation and Control

Implement the plan: Once you select the best plan you can start implementing the plan.

Review/Measure: Once you have implemented the plan and now you can start measuring the success/failure

Steps**1. Research**

- In the research stage, all the necessary information related either to the product(s)/service(s) or the target audience/market is collected, and the information collected during the research stage is used for making decisions. This information is very helpful in strategizing the marketing campaign. Following information are collected during this stage:
 - About the brand/business/organization.
 - About the target audience/target market.

- About the product/service being promoted.
- About the market, a competition to promote product/services and to stand out among the existing brands.

2. Create

- In this stage, the information collected in the research stage is analyzed and strategized to create the marketing campaign. The campaign is created as per the goals and objectives of the organization and the as per the vision of the stakeholders, how they want their product to be advertised on different platforms.
- This step covers the branding strategy, content strategy, etc. The goal is to reach maximum customers and to generate maximum revenue at the same time.

3. Promote

Once the marketing campaign is created and strategized, the marketing team starts working on promoting the product(s)/service(s). There are various digital platforms for promoting a brand, product(s)/ service(s) like:

- Search Engines (Google, Bing, Yahoo, Etc.)
- Display Networks
- Social Media
- E-Mail and Affiliate Marketing
- E-Commerce Websites and Other Marketing Portals

4. Analyze

Now comes the analyzing stage in which the results and outcomes of the marketing campaign are analyzed. The results or the outcome from various promotion channels are collected and analyzed for generating the business reports in terms of sales and revenue.

This analysis helps to identify the grey areas and helps the marketing team to improve those areas and to prepare for future marketing. Google Analytics is one of the most popular analytics tools used for the analysis and basically it helps to identify the target audience response, behavior of the consumers and the data collected helps to convert the potential leads into business.

6. Discuss Digital Marketing types explained through REAN Marketing Engagement Framework.

To explain digital marketing types, we first need to develop an understanding of the historic marketing funnel models and use one of them as a base to explain how different digital marketing types cater to each of the marketing funnel stages of that model.

A marketing funnel model also referred to as a ‘purchase funnel,’ ‘customer funnel,’ or ‘sales funnel’ aims to put a structure to explain how a marketer or consumer goes through the various stages of marketing and consumption to finally purchase any product or service online.

Explanation of Marketing and Consumer Funnel Stages

‘Marketing Funnel’ as consists of four REAN model stages (including the additional added stage of Plan) which can be described as:

- (a) Plan:** Develop marketing plan, content strategy, and branding material which would be used to conduct marketing across the following funnel stages.
- (b)Reach:** Involves the set of activities to raise prospect’s attention to marketer’s brand product or service. (This is the stage where prospects are created.)
- (c)Engage:** The gradual, typically multi-channel set of activities needed to engage the prospects developed during the ‘Reach’ stage (This is the stage where leads are generated.)
- (d)Activate:** The activities needed for prospects to take the actions marketers want them to take. (This is the stage which relates to final converts or those who purchase.)
- (e)Nurture:** The activities needed to nurture the customer relationship created in the activation stage. (This is the stage which relates to creation of loyalists.)

Interaction Points of Marketing and Consumer Funnel Stages

- (a) Interaction Point A (PLAN-INTENT)
- (b) Interaction Point B (REACH-AWARENESS)
- (c) Interaction Point C (ENGAGE-INTEREST)
- (d) Interaction Point D (ACTIVATE-ACTION)
- (e) Interaction Point E (NURTURE-FOLLOW)

7. Discuss the applications and benefits of digital marketing in detail.**Apr 2024**

Digital marketing has become indispensable for almost all types of businesses, organizations, and, if we dare say, to even individuals. There is not a day in present times, when we at a personal, professional or societal level do not interact or are not affected by digital marketing.

From the time we open WhatsApp in the morning to check messages from our social groups to the time we hit the first search on Google, to looking at the latest scoreboard on our smartphone cricketing app, we are interacting with digital media applications and being affected by digital marketing all the while.

The key applications for marketers utilizing digital marketing channels and platforms would include:

(a) Enhancement of revenues: The most pertinent application of all business models is the potential to increase revenue beyond present numbers and digital does so in multiple ways. From top-branded product manufacturers to local small and medium businesses, all are embracing the power of digital to get enhanced revenues and move from just a physical sales model to an omnipresent sales channel where the biggest orders can come in at times and from locations not even known to the marketing manager.

(b) Brand presence amplification: Marketing done only across traditional channels is typically time consuming and requires a large effort to gather new prospect base. Digital marketing helps reach out to newer target segments in a much lesser time-span and amplify brand presence multiple times over.

(c) Support information-seeking and customer validation exercise: Digital marketing's biggest application for marketers is its impact across multiple channels to support the customer gather information, compare competing products, and validate his purchase decision through comments and thoughts from multiple online sources which he was not able to gather in the physical world.

(d) Develop customized forms of consumption (like applications and social pages for targeted communities): One of the most interesting aspect of digital application is towards creation of targeted low-cost apps, social media pages, and curated articles on interest blogs and platforms, which provide a way to not only personalize information but also how it is accessed with utmost ease by the target segment in which the marketer wants to engage.

(e) Mixing multiple digital channels and online-offline media: With newer innovations like integration of Twitter with e-commerce companies to place orders in e-carts by inclusion of special hashtags in their tweets, marketers are utilizing multiple digital media platforms and integrating online–offline media to help customers complete the purchase cycle, on whichever medium, channel or platform they are present. These growing integrations we believe will impact even the most physical of industries like agriculture and healthcare in ways never thought of before.

(f) Instant response generation mechanism to negative customer feedback: We have seen a lot of instances wherein brands have not only been able to identify when customers are not feeling good about certain products and experiences on offer but have also been able to avert huge losses and save face in the outcry of key issues important to them both on the product and brand side. In some instances, digital media has even led to companies take back stocks worth millions of their wares to maintain customer trust and brand integrity.

Benefits of digital marketing

There are multiple such applications which we have seen across industries and client interactions on digital platforms which can be shared here. We would be going through a lot more examples in the book as we move forward to chapters which detail each media and the use of technology towards making digital media such a huge part of the marketing mix these days. Key benefits of digital marketing include:

- (a) Provides a level-playing field be it a small or large business
- (b) Much cheaper to run campaigns, collaborate, and analyze insights
- (c) Helps to reach out to customers in real time based on their latest actions
- (d) Easier to measure effectiveness of a campaign or a marketing message
- (e) Viral effect includes ability of a strong concept to reach the mass market instantly
- (f) Provides greater engagement with the use of imagery, content, information, customer support, and personalization
- (g) Utilizes multiple technologies and collaborative platforms available to harness the power of big data and internet reach
- (h) Acts as a medium to understand customer segments and their actions better
- (i) Helps understand customer intent across multi-channel platforms
- (j) Utilizes the power of social networks to reach out to multiple users in a trusted environment

- (k) Integrates traditional campaigns to extend the reach of branding to its longest possible tail
- (l) Change marketing messaging based upon latest feedback or acceptance to campaigns
- (m) Make collaboration, feedback, and continued engagement with the brand possible in online–offline mode

8. Explain the concepts of digital marketing strategy.

Why you need a digital marketing strategy?

Formulating a digital marketing strategy will help you to make informed decisions about your venture into the digital marketing arena and ensure that your efforts are focused on the elements of digital marketing that are most relevant to your business. It's a crucial first step towards understanding how the constantly evolving digital marketplace relates to you and how it affects the relationship between your business or brand and your customers and prospects. It doesn't matter what business you're in; it's a fairly safe bet that an increasing number of your target market rely on digital technology every day to research, evaluate and purchase the products and services they consume.

Without a coherent strategy of engagement and retention through digital channels your business is at best missing a golden opportunity and at worst could be left behind, watching your competitors pull away across an ever-widening digital divide.

Unlike conventional forms of mass media marketing, the internet is unique in its capacity to both broaden the scope of your marketing reach and narrow its focus at the same time.

Using digital channels, you can transcend traditional constraints like geography and time zones to connect with a much wider audience. At the same time, digital technology allows you to hone your marketing message with laser-like precision to target very specific niche segments within that wider market. Implemented effectively, it can be an incredibly powerful combination.

It's often stated that the internet puts consumers in control as never before. But it's also important to remember that the internet also delivers an unprecedented suite of tools, techniques and tactics that allow marketers to reach out and engage with those same consumers. The marketing landscape has never been more challenging, dynamic and diverse.

And therein lies the crux of our need for a cohesive digital marketing strategy. If you're

going to harness the power of digital marketing to drive your online business to dizzying new heights, you need a thorough understanding of your market, how your customers are using digital technology, and how your business can best utilize that same technology to build enduring and mutually rewarding relationships with them.

As digital channels continue to broaden the scope available to us as marketers, so they add to the potential complexity of any digital marketing campaign. Having a clearly defined strategy will help to keep you focused, ensure that your marketing activities are always aligned with your business goals and, crucially, ensure that you're targeting the right people.

Defining your Digital Marketing Strategy:

Once you've decided that you do, in fact, need to pursue some form of digital marketing, the next step is actually to sit down and define your strategy. Unfortunately, there is no 'one size fits all' strategic panacea here. We don't have a magic recipe to ensure your digital marketing success, and neither does anybody else. Basically every business needs to 'bake' its own unique strategy based on its own particular set of circumstances. While the available ingredients are the same, the resulting strategies can be radically different.

If you sell apples to local grocers by the truckload, your strategy will bear little resemblance to that of a company selling downloadable e-books and reports on financial trading, which will in turn be very different to the strategy adopted by a sports clothing manufacturer who wants to cut out the retailer and sell directly to consumers over the web. Different products, different markets, different needs – different solutions. What it ultimately boils down to is this: the best people to define your digital marketing strategy, curiously enough, are the people who best know your business.

Laying strong digital foundations:

The good news is that you've almost certainly already started the process of defining your digital marketing strategy. Probably been thinking about digital marketing in the context of your business, about what your competitors are doing online and why, about how your customers and prospects are integrating digital technology into their lives, and about how you can best exploit these new and exciting digital channels to foster longer, more productive relationships with them.

These are the components that will form the foundation of your digital marketing strategy:

- **Know your business:** Is your business ready to embrace digital marketing. Are your products or services suited to online promotion? Do you have the right technology, skills and infrastructure in place? How will digital marketing fit into your existing business processes, do those processes need to change, and are you and your staff ready to accommodate those changes.
- **Know the competition:** Who are your main competitors in the digital marketplace? Are they the same as your offline competitors? What are they doing right (emulate them), what are they doing wrong (learn from them), what aren't they doing at all (is there an opportunity there for you?) and how can you differentiate your online offering from theirs? Remember, competition in the digital world can come from just around the corner or from right around the globe. The same technologies that allow you to reach out to a broader geographical market also allow others to reach into your local market. When you venture online you're entering a global game, so don't limit your analysis to local competition.
- **Know your customers:** Who are your customers and what do they want from you? Are you going to be servicing the same customer base online, or are you fishing for business from a completely new demographic? How do the customers you're targeting use digital technology, and how can you harness that knowledge to engage in a productive and ongoing relationship with them?
- **Know what you want to achieve:** If you don't know where you're going, there's a pretty fair chance you'll never get there. What do you want to get out of digital marketing? Setting clear, measurable and achievable goals is a key part of your digital marketing strategy. Are you looking to generate online sales, create a source of targeted sales leads, improve your brand awareness among online communities, all of the above or perhaps something completely different? Your goals are the yardsticks against which you can measure the progress of your digital marketing campaigns.
- **Know how you're doing:** The beauty of digital marketing is that, compared to many forms of advertising, results are so much more measurable. You can track everything that happens online and compare your progress against predefined goals and key performance indicators (KPIs). How is your digital campaign progressing? Are certain digital channels delivering more traffic than others? Why is that? What about conversion rates? How much of that increased traffic results in tangible value to your business? Measure, tweak, refine, re-measure. Digital marketing is an ongoing and iterative process.

The process of formally defining your digital marketing strategy forces you to sit down and analyze the market in which you're operating with a critical eye, and to really think about the different components of your business and how digital marketing can help you to achieve your business goals. Don't get down in the technical details – remember, digital marketing is about people communicating with other people; the technology is just the bit in the middle that helps it to happen. Your strategy should provide you with a high-level framework – a bird's-eye view of the digital marketing landscape with your business centre stage.

Understanding Digital Consumers:

The Digital Consumer revealed

The first thing to realize about digital consumers is that there's basically no such thing. The customers and prospects you encounter online are the very same people who walk into your store every day, call you on the telephone, or order something from your mail-order catalogue. There's nothing dark, sinister or mysterious about them. They're people – like everybody else. 'There is no great mystery about how [digital consumers] think and what they want', maintains interactive marketing expert.

These consumers are doing exactly what people have been doing for thousands of years – communicating with each other. The fact that technology is enabling them to communicate with each other faster, over distance, over mobiles and in 3D worlds is being perceived as something dangerous, unique and extraordinary, something that needs to be controlled and pinned down. People talk to each other – they always have.

Making the Web their own

Consumers, whatever their 'flavor', don't care about the way marketers define what they do. Concepts like above the line, through the line, below the line, digital, traditional, experiential, linear, analogue, mobile, direct, indirect or any other 'box' we care to slip our marketing endeavor into are completely meaningless to them.

All consumers care about is the experience – how the marketing available to them can enhance the experience and help them to make more informed decisions. People are the single most important element in any form of marketing. That's just as true in the digital space as it is in any other sphere of the discipline. As a marketer you need to understand people and their behavior – and here's where the notion of the digital consumer does carry some weight, because consumer behavior is changing, and it's changing because of the pervasive, evocative and enabling nature of digital technology.

Digital marketing allows us to build uniquely tailored ongoing relationships with individual customers. Marketing in the digital age has been transformed into a process of dialogue, as much about listening as it is about telling.

I don't know you and you don't know me

Perceived anonymity is another online trait that can have a profound effect on consumer behavior. It liberates consumers from the social shackles that bind them in the real world; online they are free to do and say as they please with scant regard for the social propriety that holds sway in 'real life'. In a bricks-and-mortar store shoppers will wait patiently for service, and will often endure a less-than-flawless shopping experience to get what they want. Online they won't; they demand instant gratification and a flawless customer experience. You have to deliver, first time, every time. If you fail to engage, retain and fulfill their expectations on demand, they're gone, vanishing into the ether of cyberspace as quickly as they came, the only trace a fleeting, solitary record left on your web server's log file.

Key traits of the Online Consumer

Well, there's something about the immediacy and anonymity of the digital experience that has a similar effect on people. It's always risky to generalize and make assumptions about people – especially in a field as dynamic and fast moving as this one. The only real way to know your market intimately is to conduct original research within your particular target group. That said, a lot of research work has been done (and continues to be done) on the behavioral traits of online consumers, and a broad consensus has emerged around the key characteristics that epitomize digital consumers:

Digital consumers are increasingly comfortable with the medium: Many online consumers have been using the internet for several years at this stage – and, while the user demographic is still skewed in favor of younger people, even older users are becoming increasingly web savvy. As people become more comfortable with the medium they use it more efficiently and effectively, which means they don't hang around for long: your content needs to deliver what they want, and it needs to deliver quickly.

They want it all, and they want it now: In the digital world, where everything happens at a million miles per hour, consumers have grown accustomed to getting their information on demand from multiple sources simultaneously. Their time is a precious commodity, so they want information in a format that they can scan for relevance before investing time in examining the detail. Designers and marketers need to accommodate this desire for 'scannability' and instant gratification when constructing their online offering.

They're in control: The web is no passive medium. Users are in control – in the Web 2.0 world more than ever before. Fail to grasp that simple fact and your target audience won't just fail to engage with you, but they will actively disengage. We need to tailor our marketing to be user-centric, elective or permission based, and offer a real value proposition to the consumer to garner positive results.

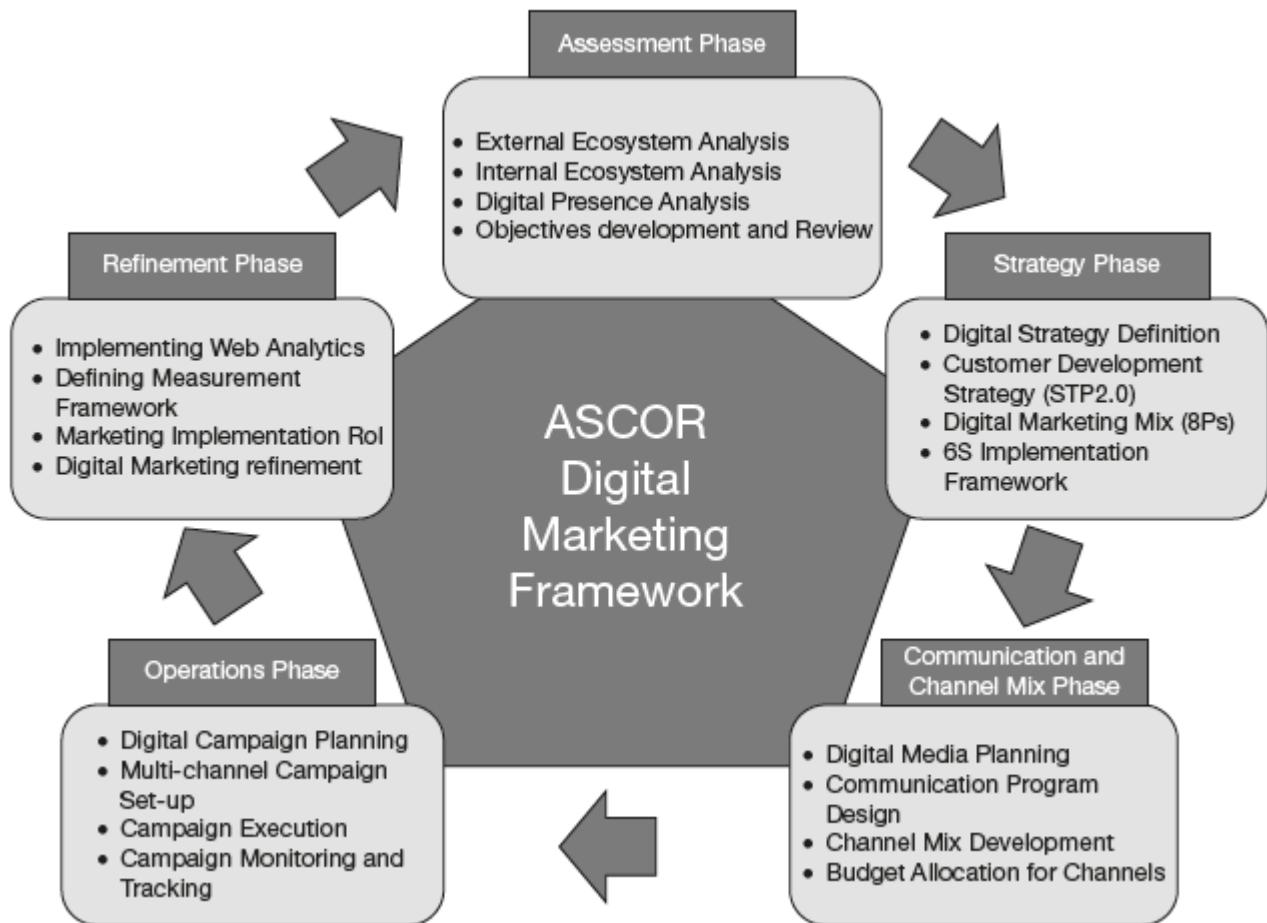
They're fickle: The transparency and immediacy of the internet don't eradicate the concept of brand or vendor loyalty, but they do erode it. Building trust in a brand is still a crucial element of digital marketing, but today's consumers have the power to compare and contrast competing brands literally at their fingertips. How does your value proposition stack up against the competition around the country and across the globe? Your brand identity may be valuable, but if your overall value proposition doesn't stack up you'll lose out.

They're vocal: Online consumers talk to each other – a lot. Through peer reviews, blogs, social networks, online forums and communities they're telling each other about their positive online experiences – and the negative ones. From a marketing perspective this is something of a double-edged sword – harness the positive aspects and you have incredible viral potential to propagate your message; get it wrong, and you could just as easily be on the receiving end of an uncomfortable online backlash.

9. Discuss ASCOR digital marketing framework.

For any type of company to move into digital marketing, be it a traditional firm with more physical products and services mix or one that has transformed itself to a large degree to tweak its products for the internet generation, there needs to be an underlying framework which helps to map the process and its progress. To help large and SMB firms, as well as individual marketers, we have devised a methodical phase-wise plan which we call the 'ASCOR' Digital Marketing Framework where ASCOR is an acronym standing for the five phases: **Refer fig 1.5**

- (a) Assessment phase
- (b) Strategy phase
- (c) Channel and communication plan
- (d) Digital marketing operations
- (e) Refinement phase

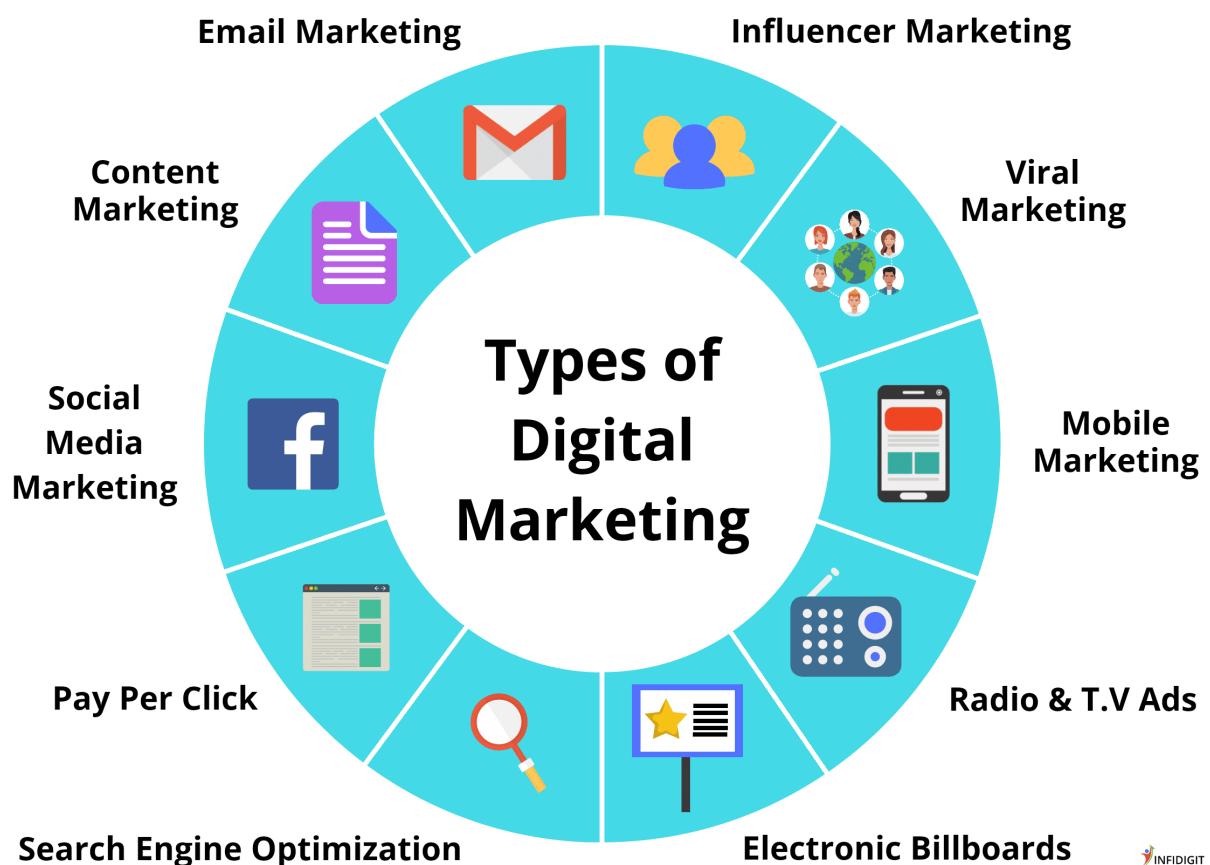
**Figure 1.5 – ASCOR Framework**

10. Explain the components (types) of digital marketing.

With a good understanding into marketing and customer models, we are now in a position to understand better the key digital marketing types (as mentioned in the earlier section) which form the underlying basis for all digital marketing activities: **Refer fig 1.6**

- Intent-based marketing (search marketing)
- Brand marketing (display/digital advertising)
- Content marketing (website, blog, native content)
- Community-based marketing (social media, business communities)
- Partner marketing (affiliate marketing, sponsorships, PR)
- Communication channel marketing (e-mail, messaging, SMS)
- Platform-based marketing (mobile, video, out-of-home, media platforms (surface), kiosks, in-apps)

Digital Marketing Type	Explanation
(a) Intent-based marketing	Marketing through messages placed in conjunction with information obtained on search engine queries
(b) Brand marketing	Utilizing advertising across websites and digital media formats for marketing
(c) Content marketing	Using story-based elements to share marketing messages in a targeted fashion
(d) Community-based marketing	Utilizing social communities, networks, and platforms to conduct marketing
(e) Partner marketing	Includes involvement of affiliates, third party sites for marketing; also includes sponsorship and PR activities
(f) Communication channel marketing	Involves marketing on all communication lead platforms; this is a more recent and upcoming digital marketing area
(g) Platform-based marketing	Using new platforms and digitized traditional platforms to integrate marketing in the device and medium itself

**Figure 1.6 – Digital marketing types**

11. List and explain the advantages and disadvantages of traditional marketing**Benefits of Traditional Marketing (Advantages)**

You can easily reach your target local audience. For example, a radio ad might play in one location: your city or region. Or mailbox flyers will go to households in a select number of suburbs.

The materials can be kept. The audience can have a hard copy of materials of which they can read or browse through over and over again.

It's easy to understand. It can be easily understood by most people because they are already exposed to this kind of strategy.

The Downside to Traditional Marketing (Disadvantages)

There is very little interaction between the medium used and the customers. It is more of providing information to the public that the brand exists with the hope of these people patronizing the brand.

Print or radio advertisements can be very costly. Printing materials can be expensive and you need to hire people to distribute these.

Results on this marketing strategy cannot easily be measured. Was the campaign successful?

Benefits of Digital Marketing

- ✓ You can target a local audience, but also an international one
- ✓ Your audience can choose how they want to receive your content
- ✓ Interaction with your audience is possible
- ✓ Digital marketing is cost-efficient
- ✓ Data and results are easily recorded
- ✓ Level playing field
- ✓ Real time results
- ✓ Brand Development
- ✓ Viral

12. Discuss the marketing mix (7P's) in online context.

- **Products/Services:** How can you develop your products or services?
- **Prices/Fees:** How can we change our pricing model?
- **Place/Access:** What new distribution options are there for customers to experience our product, e.g. online, in-store, mobile etc.
- **Promotion:** How can we add to or substitute the combination within paid, owned and earned media channels?
- **Physical Evidence:** How we reassure our customers, e.g. impressive buildings, well-trained staff, great website?
- **People:** Who are our people and are there skills gaps?
- Partners: Are we seeking new partners and managing existing partners well?

13. Explain the Opportunities for building Brand Website.**Building Website/Blog using CMS WordPress**

Creating an online presence for a business or professional portfolio can be done quickly and simply through a content management system (CMS) like WordPress. Large enterprises and small businesses alike need ways to publish content. The key is working with a user-friendly CMS that makes it possible for almost anyone from newbies to experts to construct web pages. Using these templates makes it easy to create a basic web page then swap in a logo, change the color palette, or alter the font to fit your brand and needs.

When you're getting started with WordPress, you need to decide whether you'll use WordPress.com or WordPress.org. They're both free, but WordPress.com is an all-in-one service that generates the HTML script for the site in addition to the domain name and hosting services. While it is a one-stop-shop for people wanting to build a webpage, there are numerous limitations you'll face if you want to customize many aspects of your site. WordPress.org, on the other hand, allows you to download the script for free, then manipulate that script as you please on your site, with your own domain name and web hosting. This is also known as a self-hosted site.

Here, you'll learn how easy it is to set up a WordPress self-hosted website for your home business. This CMS can be managed from almost any computer that is connected to the internet. Knowledge of basic HTML coding is helpful, but not necessary with WordPress.

You can learn as you go, then add more options and plugins as you grow accustomed to the standard features.

Choose and Buy Your Domain Name

Selecting a business domain name is a vital part of the presence and marketing associated with your business. Ideally, this should be a “.com” that includes your business name. Web hosting services like Wix and Hostinger might offer to provide a domain (some will provide one for free), but most experts suggest keeping your domain name and hosting services separate to ensure you have ownership and control over your domain.

Sign up for Web Hosting

Although there are free options, your best bet is to go with a paid host to ensure quality and control. There are many affordable web hosts to choose from. Since you want to install WordPress, ensure that the host offers the WordPress script in its library. WordPress is a popular service, so most include it. Whatever web hosting service you choose will likely offer tiered options. You don’t need to feel pressured to opt for the more advanced options. You can start with a basic plan and scale up as needed.

Connect Your Domain and Web Host Services

After you sign up for hosting, you’ll receive account login information and the address of your host’s nameservers (two series of numbers). Copy the nameserver information, and then head to your domain registrar and add the nameserver info to your domain name. This tells the domain registrar where (which host) the domain should point to. Once these two aspects of your website sync up, then you’re ready to start building.

Install WordPress

Gone are the days when you had to download the script from the WordPress site and then upload it to your host. Most hosts offer a quick install option through their script library. Log into your host account (i.e., cPanel) and find the WordPress script (if you’re unsure where this is in your cPanel, ask your host). Click on “Install” and indicate where you want the script to install.

Using WordPress Plug-ins

After installing WordPress, the first thing every beginner needs to learn is how to install a WordPress plugin.

A WordPress plugin is essentially a bit of code that “plugs in” to your self-hosted WordPress site. In human terms, that means a WordPress plugin is something that adds new functionality to your WordPress site or extends existing functionality on your site.

One of the benefits of WordPress is that enterprising developers have written tens of thousands of WordPress plugins that you can add to your site.

In simple words, WordPress plugins are like apps for your WordPress website. They allow you to add new features to WordPress like a contact form, slideshow, shopping cart, and more.

There are thousands of free and paid plugins available for WordPress. In this step by step guide, we will show you how to install a WordPress plugin.

Plugins can make everything from small tweaks to massive changes to your site. For example, some plugins can even turn your WordPress site into a fully functioning eCommerce store, social network, or forum.

Or, they can also add smaller features like an Instagram feed. Some WordPress plugins don't even have front-facing effects. For example, you can install plugins to improve your site's performance or help it rank better in search engines like Google.

Domain Names, Webhosting Web Browsers

A domain name is your website name. A domain name is the address where Internet users can access your website. A domain name is used for finding and identifying computers on the Internet. Computers use IP addresses, which are a series of numbers. However, it is difficult for humans to remember strings of numbers. Because of this, domain names were developed and used to identify entities on the Internet rather than using IP addresses.

A domain name refers to the URL people type in a web browser's address bar to access your site. In other words, domain names offer a convenient way for people to access websites.

Without it, they would have to use a numerical label assigned to every website and server on the internet, also known as an IP address.

Generally, domain names are comprised of two main parts a second-level domain (SLD) and a top-level domain (TLD). Second-level domains usually consist of words or phrases, while top-level domains are the predetermined extensions that follow.

For example, in the case of google.com, the second-level domain is google, and .com is the TLD.

To get a domain name for your website, you need to register it first. Domain registration is the process of reserving a name on the internet for a certain period. Usually,

you need to renew the license once per year, but you can pay up in advance for up to 10 years for the domain to be registered under your name.

A domain name can be any combination of letters and numbers, and it can be used in combination of the various domain name extensions, such as .com, .net and more. The domain name must be registered before you can use it. Every domain name is unique. No two websites can have the same domain name. The price of a domain name typically runs between \$15-25 per year.

Web Browsers

A web browser is a software program that allows a user to locate, access, and display web pages. In common usage, a web browser is usually shortened to "browser." Browsers are used primarily for displaying and accessing websites on the internet, as well as other content created using languages such as Hypertext Markup Language (HTML) and Extensible Markup Language (XML).

Browsers translate web pages and websites delivered using Hypertext Transfer Protocol (HTTP) into human-readable content. They also have the ability to display other protocols and prefixes, such as secure HTTP (HTTPS), File Transfer Protocol (FTP), email handling (mailto:), and files (file:). In addition, most browsers also support external plugins required to display active content, such as in-page video, audio and game content.

A variety of web browsers are available with different features, and are designed to run on different operating systems. Common browsers include Internet Explorer from Microsoft, Firefox from Mozilla, Google Chrome, Safari from Apple, and Opera. All major browsers have mobile versions that are lightweight versions for accessing the web on mobile devices.

Web browsers date back to the late 1980s when an English scientist, Tim Berners-Lee, first developed the ideas that led to the World Wide Web (WWW). This consisted of a series of pages created using the HTML language and joined or linked together with pointers called hyperlinks. Following this was the need for a program that could access and display the HTML pages correctly the browser.

In 1993, a new browser known as Mosaic was developed, which soon gained widespread usage due to its graphical-interface capability. Marc Andreessen, a member of the Mosaic development team, left in 1994 to develop his own commercial browser based on Mosaic. He called it Netscape Navigator, and it quickly captured over 90 percent of the nascent browser market. It soon faced stiff competition in 1995 from Microsoft's Internet

Explorer, which was freely bundled with Windows 95 (and later versions of Windows). It was pointless to buy Navigator when Internet Explorer was free, and as a result, Navigator (and Netscape) were driven into the ground. But while Mosaic and Netscape are no longer around, the age of the browser was launched and continues to this day, as more and more applications move to the web.

Webhosting

The term “web hosting” usually refers to the server that host your website or the hosting company that rent that server space to you. Web hosting services allow you to publish the website on the internet. In other words, hosting providers will rent a portion of their web server to store your website’s files and data.

Whenever someone types in your website’s domain name, your web hosting provider will be responsible for sending its content to the visitor. Web hosts also provide beginner-friendly tools for all users so that you can manage the website with little to no technical skills. Besides, a hosting provider usually offers customer support, server maintenance, and website builders to help users create and maintain their site.

In addition to storing website files, a web host protects the server and your website files from malicious attacks. Some web hosting companies, such as Hostinger, also provide domain registration to help you create a website even quicker and more efficiently.

That said, it is essential to do thorough research before choosing a hosting company. There are a few factors you need to consider, including:

- User-friendliness.
- Server speed and uptime.
- Pricing and plans.
- Customer service.

Types of websites, Keywords

Some Website Types

Business Website

A business website is a website designed to represent the identity of a business on the Internet. There are many reasons why a business might want to be visible on the Internet, including public perception of its size, sophistication, modernity, connectedness, customer service and reliability and typically to encourage enquiries from potential customers or partners.

eCommerce Website

An eCommerce website is a website people can directly buy products from. You've probably used a number of eCommerce websites before, most big brands and plenty of smaller ones have one. Any website that includes a shopping cart and a way for you to provide credit card information to make a purchase falls into this category.

Brochure and Catalogue websites

A brochure website is a website designed to display a business's products and services to view online. It will typically include testimonials, case studies, appropriate images and video.

A brochure website is simpler than a catalogue website as it does not need to list a large number of different products, but simply serves as an attractively-presented online advertisement for the business, showing where it is located, how to make contact, and in general terms what products or services it offers. A brochure website can be quite simple and consist of a single page (though usually at least five pages), whereas a catalogue website will tend to have dozens or hundreds of pages representing different product ranges and individual products.

Entertainment Website

If you think about your internet browsing habits, you can probably think of a few websites that you visit purely for entertainment purposes. They could be humor websites like The Netflix, or just websites with fun or interesting content like Buzzfeed.

Non-profit websites

A non-profit website is one that represents a not-for-profit organisation such as a medical research charity, an overseas aid charity, or a heritage charity. While many other types of website are technically not for profit, including educational websites representing public and some private schools, the term non- profit websites tend to be used about charitable organisations other than schools and colleges.

Portfolio Website

Portfolio websites are sites devoted to showing examples of past work. Service providers who want to show potential clients the quality of the work they provide can use a portfolio website to collect some of the best samples of past work they've done. This type of website is simpler to build than a business website and more focused on a particular task: collecting work samples.

Educational websites

An educational website in its narrowest definition is one representing an educational institution such as a traditional school, college or university. It may also represent a private education provider such as a tutor, or a virtual college offering online and distance-based courses.

Media Website

Media websites collect news stories or other reporting. There's some overlap here with entertainment websites, but media websites are more likely to include reported pieces in addition to or instead of content meant purely for entertainment. This category includes sites like the Washington Post website, Slate, and Inc.

Business directory websites

A business directory website is one that gathers together data on many different businesses in one place. Such websites have traditionally been useful places to advertise on and have also served as valuable sources of free links to business websites, although increasingly such links, being free to obtain, have been downgraded in value by search engines such as Google when it assesses the authority of a domain based on inbound links.

Some business directories are national and cover all fields of business; others are local but still cover all fields; while still others are specific to certain areas of business, and these are sometimes national but also sometimes international.

Keywords**Short-tail keyword**

As the name suggested, short-tail keywords are short keywords (surprise!) that are made up of three words or less. Sometimes they are also called the head keyword. Short-tail keywords have a huge amount of search volume but are also highly competitive. For the audiences, they use short-tail keywords when they are at the very first step of researching for stuff. That's why it's very difficult to pinpoint the clear search intent for short-tail keywords. They tend to be all around the place.

Mid-Tail Keywords

The mid-tail keywords are a compromise and try to balance between the high-ranking short-tail keywords and the traffic-generating long-tail keywords. For example, if a short-tail keyword is "bread" and the long-tail keyword is "buy bread in Connecticut", the mid-tail keyword will simply be "buy bread". Usually, these keywords are aimed at those who are looking for information but aren't quite ready to follow through with the search results.

Long-tail keyword

Long-tail keywords consist of more than 3 words. They are also usually much more specific than short-tail keywords. They have a much lower search volume compared to a short-tail keyword. But they make it up by being much less competitive.

The most important thing you have to know with a long-tail keyword is you can easily pinpoint the search intent.

Long-Term Evergreen Keywords

“Evergreen” simply means something that is long-term and sustainable. Content that doesn’t become irrelevant with time is known as evergreen content. Similarly, keywords related to such content are known as evergreen keywords.

For example, an article on “10 DIY Ways to Make Your Own Soap” will not become obsolete anytime in the foreseeable future. And thus, the keyword “Make DIY Soaps” will not become obsolete either.

Short-term fresh keyword

When you think about fresh keywords, you need to think about something that is hyped recently.

An example of fresh keywords is The Avengers: Infinity War. (When I’m writing this post that movie just hit the theatres. But I’d imagine that that’s old news for you, so try to imagine this with any newest blockbusters.)

Customer Defining Keywords

Every business has a target audience, and a good business always knows its customer types. Customer defining keywords are the types of keywords that define your customers or at least identify how your customers define themselves. For example, an art gallery would use terms like “artist” or “art connoisseur” as a keyword as that most aptly describes people who will be interested in their business.

SEO isn’t just about featuring in searches. It also includes defining your customers and thus targeting the right people. Only by understanding this can one build a business that answers the needs of the customers rather than trying to find a customer who may or may not need your services.

Product defining keyword

These are the keywords that explain and describe your product. Searchers searching for a product defining keyword is looking for something very specific. And you can either be exactly what they want or not at all. When searchers go for product defining keyword

they are already at the early stage of purchasing.

Geo-Targeting Keywords

These are words that focus on a particular location. These types of keywords lead to results that are localized, leading to local businesses and local content.

Localized searches are gaining momentum every day, and even Google is throwing more weight at such searches. Most websites happen to have a local flavor to them. And almost all businesses are localized to an extent geo-targeting keywords are just feeding the current need.

Competitor Keywords

As the name suggests, competitor keywords are the keywords your competing companies use to achieve search listings. This type of keyword uncovers the words and phrases that drive traffic to your competitor's website. This helps you understand your audience's true interests and generate content accordingly

14.Explain the concepts of planning and creation of website design.

Planning website design

1. Point of sale

Is this your only point of sale or is it to compliment a brick-and-mortar shop?

This question is mostly to do with stock and POS systems. If you have a physical shop with inventory shared between the website and the shop, the systems need to 'talk' to each other so inventory on your site is always accurate. This will affect the platform and systems integrated.

2. Photos

Product photos are an essential part of an online shop. If you only have a few items to sell, a one off professional photo shoot will be enough but if you update stock regularly, invest in a good camera and a photo box, so all photos are consistent and look professional.

Remember – white background photos will work best with most websites.

3. Delivery / Postage:

How will you package and post your goods? can they be posted or must be delivered door to door?

Are you restricted by delivery locations (state, country)?

How much will it cost you to package / post deliver? will you charge a fee?

These are important questions to ask as this will need to be set up as part of your online shop. If you are not set up for delivery, you cannot start selling online!

4. Terms

Terms, exchange, refunds – these are issues that you will need to consider before launching your online shop.

In most cases you will be able to use a template document provided by the platform (for example Shopify has some excellent examples) but if your terms are a bit more complex you might want a lawyer to review and draft a document for you

5. Payment

Are you set up to receive online payments? There are many options available they vary in cost. The platform you use will also affect the decision.

For example, Squarespace only works with STRIPE and PayPal & Shopify works with a wider selection. Do your research and compare benefits and fees.

6. Processing

How do you want to communicate to customers once they purchased?

Most system offer an automated email confirmation and you can change the text / look of these emails. You can also send a confirmation once package left or send a customer survey after. There are many options and it will be a good idea to take note once you come across a shopping experience you like. Everything matters and effects the overall customer experience.

7. Time

Maintaining an active online shop takes time! If you are expecting a few orders a day, take into account handling and processing orders, posting orders, and handling customer enquiries

Understanding site user Requirement

The first step in developing any eCommerce application is to interview the user base to generate a list of features to be included in the application. This comprises the important input for defining the capabilities of the application.

There are two sets of users of shopping cart applications: site administrators and end users who purchase items using their Web browsers. After interviewing end users and

administrators, application requirements such as the following may be generated.

End User Requirements

End user features that facilitate the enjoyment of Internet shopping might include the following:

- Users should be able to use the eCommerce application from any Web browser supporting HTML 3.2 (or later) and cookies.
- Visitors new to the site should be able to register by themselves. Users will be differentiated by unique user identifiers.
- Transactions should be secure. That is, a basic authentication mechanism must be built into the application to prevent unauthorized persons from making transactions on a user's behalf. Secure socket layers (SSL) or other encryption mechanisms are typically used to thwart the access of sensitive information (such as credit card numbers) sent to the server by Web browsers.
- Site visitors should be able to purchase goods or services via the electronic store.
- Users should be able to view a complete list of specified items available through the site.
- Users should be able to search for items by related attributes. For example, visitors might search for CDs by artist, album title and/or genre or search for books by author, title and/or ISBN number.
- Site visitors should be able to search the database using relevant keywords to identify items of interest.
- Users should be able to select items of interest and add them to their shopping carts for future purchase.
- Visitors should be able to modify the quantities of items in and/or delete items from their shopping carts before checkout.
- All selected items should be shipped to the user following purchase.
- Users should be able to view the status of items they have ordered.
- Large numbers of users should be able to use the application simultaneously.
- The performance of the application should not degrade with an increase in the number of goods or services offered.

Site Design and Structure

A Web page's structural elements are the basic parts that Internet users often expect

to see when they visit a website. Understanding the location and purpose of the main structures can help you relay information about your small business and products or services in ways that attract visitors and retain their interest.

Page Header

The header is the area that runs horizontally across the top of a page and is commonly the same on most every page in the site. It helps make a website visually identifiable to visitors. Similar to a letter heading or letterhead at the top of stationery, the page header displays information about the person or company controlling the website via title text, logo, background images, tagline or a combination of these elements. Other elements often placed in the header include a site-search box, shopping cart link, site-access link and navigation tools.

Navigation Tools

Web-page navigation tools are located in several areas outside of the header including the right or left sides, center or bottom of the page. They offer page-to-page navigation or instant jump to the top of the current page. Designs feature text- or image-based one-click links organized standalone or in tab, drop-down or pop-up menu and list layouts. Some sites also feature breadcrumb trails — links to every page you would visit to reach the current page organized left-to-right on a horizontal line in the header or top center of the page in the order of your movement through the site, if you were to follow the site's organizational hierarchy.

Sidebar Columns

Sidebar columns, also known as sidebars, run vertically along the left or right side of Web pages. They usually provide primary or secondary site-navigation links and information you want to emphasize such as contact details or important updates about the site operator or the topic of the site. Other elements often placed in sidebars include personal or partner advertising, a site search box and search filter tools. Sidebars usually display information as an unbroken column or a column divided into sections or boxes.

Primary Content

The primary content area on a page is traditionally located to the left or right of a sidebar or between two sidebars. It provides main page information you want a visitor to focus on. The primary content area features a main title and content formatted into concise text paragraphs, images, videos or combination elements divided by spaces or subheadings. It also often features elements previously mentioned such as a breadcrumb trail and jump navigation links, as well as update information such as content publication or update dates

and links to websites relevant to the content or that you think would interest visitors.

Page Footer

The footer runs horizontally across the bottom of pages. It provides navigation links visitors might find useful, as well as details about a page or website such as a logo, copyright date, website operator's name, page author name, legal statements and links to the site terms of use and privacy policies. Other elements often placed in the footer include links to the site operator's contact page or email address, job postings page, feedback-form page, support page and frequently asked questions page.

Developing and Testing Content

Usability research helps organizations understand user needs, identify potential issues, and generate ideas for improvement. While usability testing is often used to evaluate a website's user interface (UI), this method is also invaluable for discovering the best way to present information on your website. By paying attention to how people read, interpret, and access content, you gain a greater understanding of how to communicate, structure, and format information.

It's great when sites have good navigation. But too often we see the user experience fail at the content level: People can navigate to the content but don't understand it. Analysis shows that people often use websites to collect, compare, and choose products or services. Have users evaluate your digital copy so that articles and information match their needs and expectations. People read online content differently than printed material.

The usability study methodologies for evaluating UI versus content are fairly similar. However, there are nuances to the methodologies that are worth considering when the primary goal of the usability study is evaluating digital copy.

Tips for Testing Content on Websites

- ✓ Avoid recruiting proxy users
- ✓ Be aware of the limitations of unmoderated studies
- ✓ Give tasks that are tailored for each individual
- ✓ Remember, there is no right answer
- ✓ Set expectations for time allocations
- ✓ Get comfortable with silence

15. Discuss the concepts of content marketing in detail.

"Useful content should be at the core of your marketing"

Content marketing is a strategic marketing approach focused on creating and distributing valuable, relevant, and consistent content to attract and retain a clearly defined audience — and, ultimately, to drive profitable customer action

Content Marketing

Advertising uses the content to describe the business, brand, and business reputation. The content can be in various forms such as news, webpages, videos, white papers, infographics, podcasts, blogs, case studies, and photographs. Content is what is sold or accessed on the Internet. Content developers create the content to provide the information to the viewers. It can be in the form of text, graphics, and animation.

Content marketing refers to the approach of creating and sharing of informative, relevant, valuable, and consistent content to convert a group of audience into customers and retain them. Content marketing is non-interruptive way of marketing. Good content helps customers become more knowledgeable about the product or service and make better buying judgment.

Goals of Content Marketing

- **Brand Awareness:** It marks the presence of your brand.
- **Sale:** It boosts lead generation at quicker pace.
- **Customer-Vendor Relationship Building:** It helps in creating engagement between buyer and the company.
- **Customer Retention:** Pleasing content attracts customers and helps one in retaining him.

Types of Content**News**

They contain news about new product release, updates on products, etc. For example, news of releasing new mobile handset on website of NDTV gadgets.

Webpages

SEO webpages can hold the content in the best possible way and sell the content.

Videos

They say, video is the second-best thing to pursue a viewer in person. Creating crisp and compact videos can bring good market at doorstep. Promote your business videos across multiple channels, and ensure that your videos are optimized for mobile viewing, as an increasing number of users view them from their mobile devices

Infographics

These are long, vertical graphics or columns that include graphs, charts, statistics, and other information. Infographics makes use of the fact that 90% information transmitted to human brain is visual, which makes people perceive it faster than text.

Podcasts

They are digital files available in the form of episodes, which can be downloaded on the PC. They can come in various formats such as audio, video, e-Pub, and pdf. It allows people to subscribe and it can prove as a powerful medium to communicate a range of ideas, products, and information to audience. The businesses engaged in podcasting are – IBM, Oracle, Yarn Craft, etc.

Blogs

Business blogs deliver excellent content marketing. Blogs are required for a business to survive in the race of content marketing.

Case Studies

Case studies are detailed studies pertaining to a particular problem, action, individual, organization, event, or action, existing at a specific place at a given time. They encourage content marketing to build trust in the product and in turn business.

Photographs

A picture speaks a thousand words. Pleasant and relevant pictures can stand as a good content for content marketing and boosts the business. Content marketing is good for your bottom line — and your customers Specifically, there are four key reasons – and benefits – for enterprises to use content marketing:

- Increased sales
- Cost savings

- Better customers who have more loyalty
- Content as a profit center

Content is the present – and future – of marketing

Go back and read the content marketing definition one more time, but this time remove the relevant and valuable. That's the difference between content marketing and the other informational garbage you get from companies trying to sell you "stuff." Companies send us information all the time – it's just that most of the time it's not very relevant or valuable (can you say spam?). That's what makes content marketing so intriguing in today's environment of thousands of marketing messages per person per day

Marketing is impossible without great content

- **Social media marketing:** Content marketing strategy comes before your social media strategy.
- **SEO:** Search engines reward businesses that publish quality, consistent content.
- **PR:** Successful PR strategies should address issues readers care about, not their business.
- **PPC:** For PPC to work, you need great content behind it.
- **Inbound marketing:** Content is key to driving inbound traffic and leads.
- **Content strategy:** Content strategy is part of most content marketing strategies

5 Benefits of Content Marketing

- More online visibility
- More leads
- More authority
- More customer engagement
- More budget

5 Steps to Create an Effective Content Marketing Strategy

1. Set Content Marketing Goals
2. Identify and Describe Your Target Audience
3. Choose the Right Content Formats and Channels
4. Create a Content Marketing Calendar
5. Create a Content Distribution Plan



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DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE

III YEAR / VI SEM

CCW332 – DIGITAL MARKETING

UNIT II

SEARCH ENGINE OPTIMISATION

Search Engine optimization - Keyword Strategy- SEO Strategy - SEO success factors -On-Page Techniques - Off-Page Techniques. Search Engine Marketing- How Search Engine works- SEM components- PPC advertising -Display Advertisement

PART - A

1. Define Search engine optimization.

Write a short note on SEO.

Nov 2024

- Search engine optimization (SEO) refers to techniques that help your website rank higher in organic (or “natural”) search results, thus making your website more visible to people who are looking for your product or service via search engines.

2. Define crawling.

- Process of fetching all the web pages linked to a website. This task is performed by a software called a crawler or a spider (or Google bot, in case of Google).

3. Define indexing.

- Process of creating index for all the fetched web pages and keeping them into a giant database from where it can later be retrieved. Essentially, the process of indexing is identifying the words and expressions that best describe the page and assigning the page to particular keywords

4. Define processing.

- When a search request comes, the search engine processes it, i.e., it compares the

search string in the search request with the indexed pages in the database

5. Define calculating relevancy.

- It is likely that more than one page contains the search string, so the search engine starts calculating the relevancy of each of the pages in its index to the search string.

6. Define retrieving results.

- The last step in search engine activities is retrieving the best matched results. Basically, it is nothing more than simply displaying them in the browser

7. What are the types of SEO?

On-Page SEO - It includes providing good content, good keywords selection, putting keywords on correct places, giving appropriate title to every page, etc.

Off-Page SEO - It includes link building, increasing link popularity by submitting open directories, search engines, link exchange, etc.

8. What are the SEO techniques?

- **White Hat SEO** - Techniques that search engines recommend as part of a good design.
- **Black Hat SEO** - Techniques that search engines do not approve and attempt to minimize the effect. These techniques are also known as spamdexing.

9. What are SEO strategy elements?

1. Developing Customer Personas for SEO
2. Understanding Search Intent and Transactionality
3. Applying the Hub & Spoke Model
4. Assigning appropriate Page Types to SEO Keywords
5. Creating the Best SEO Content

10. What are three types of meta tags?

- **Meta Title:** It is the title tag which is also your page title. It appears on the title bar of the browser window in search engine result pages.

- **Meta Description Tag:** It is the summary of the information contained in your page. It is displayed below the URL of your page when your URL appears on the search engine result pages in response to the search query made by a user.
- **Meta Keywords tag:** This meta tag contains all of your key keywords related to the content of your page.

11.What are the benefits of PPC?

- Optimized PPC is cost-effective
- Your ad will be displayed on the first results page when someone searches for a related term
- More exposure and brand visibility as targeted traffic is directed to your site
- You can run multiple ad campaigns for each keyword

12.What are the types of display advertising?

- Banner ads
- Rich media
- Video ads
- Interstitial ads

13.Define animations.

- Display ads that feature animations can use components of video, audio and text to gain readers' attention and are effective for promoting brand messages, products and services.
- These elements also give you the ability to use animated display ads as long-form advertisements that explore complex or deep explanations about a specific product, service, process or challenge.

14.Define infographics.

- Infographics represent a type of display ad that features graphics and text to educate audiences about a specific topic, idea or offering.
- For instance, a pharmaceutical company's advertising strategies might include infographics to engage with, educate and build rapport with its customer markets.

15.Difference between PPC and SEM.

- When we talk about campaign management, we typically refer to paid search marketing (PSM) and not SEO, as the concepts of campaign management and bidding apply only to PSM.
- For the same reason, we would first cover the concepts of PSM in this and next two sections and concepts of SEO would be discussed in the last section of this part of the chapter. Although we have clarified the difference between PSM and SEM (with PSM being a subset), we generally refer to PSM as SEM, since that is the most commonly applied terminology used for search PPC campaigns.
- Thus, SEM and SEO are the two acronyms we would use going forward for paid search and optimization for search.

16.What are the advantages and disadvantages of display advertising?**ADVANTAGES:**

- Helps build brand awareness.
- Provides targeting opportunities.
- Enables to track results.

DISADVANTAGES:

- Low conversion rates.
- Lack of reputation management
- Banner blindness.
- Ad blockers.

17.What is lightbox display ads?

- Lightbox display ads are a special display ad Google developed some time ago.
- These display ads are similar to expandable display ads where users on a website must interact with the ad for it to initiate into full-screen content.
- Unlike traditional expanding ads, though, Lightbox ads can include a combination of video, audio, text, animations and other elements that boost engagement with online audiences.

18.What is pop-up displays?

- Pop-up display ads use a pop-up content feature most commonly on websites to encourage users to learn about offerings, sign up for services or purchase products from a business or brand.

- Pop-ups usually appear on a website as a small, square box that motivates users to take a specific action.
- For example, a brand that provides online services to its customers may use pop-ups on its website to engage with and encourage potential customers to learn more about its offerings with an email subscription.

19.What is google shopping?

- Google Shopping is another excellent example of a PPC channel. It runs through Google Ads and can be used by retailers to get their products in front of interested shoppers. Since Google is the most used search engine, having your products shown as part of the search engine results page (SERP) can hugely increase visibility, impressions, and help drive traffic to your website.
- On Google Shopping, advertisers place bids to secure the best possible spot on the Shopping carousel, with the first spot being the most highly sought-after. The reason is that 65% of shoppers click the first ad on the Google Shopping carousel regardless of price, perhaps due to beliefs it's from the highest quality retailer or sold at the best price available.

20.What are analysis of search volume and competitors?

- It focuses widely on extra keywords competitively and fewer keywords competitively, particularly for viewers. A person needs a brand to display as keywords competitively further draw potential clients. Brandlabz is the best digital marketing company in Kochi to evaluate search volume and competitiveness for firms to draw potential clients.

21.How does a Search Engine Work?

- Crawling
- Indexing
- Processing
- Calculating Relevancy
- Retrieving Results

22. What are the Advantages of SEM?

- SEM is generally considered to be one of the earliest approaches that digital
- Prepared By: Mrs.G.Vasantha,AP/AIDS

marketers take while thinking of spending their budgets online.

- This is not only because of their effectiveness or low upfront cost to begin with, but also because they are one of the more non-obtrusive forms of marketing when compared to display advertising or direct marketing.

23.What are the SEM components and their types?

- Pay-per-click advertising
- SEO or search engine optimization
- Social media marketing
- Impressive ad copy
- Web analytics
- Build Google Advertisement

24.Define PPC advertising.

Nov 2014

- PPC or pay-per-click is a type of internet marketing which involves advertisers paying a fee each time one of their ads is clicked. Simply, you only pay for advertising if your ad is actually clicked on. It's essentially a method of 'buying' visits to your site, in addition to driving website visits organically.

25.What are the Benefits PPC?

PPC has many advantages that will benefit your business, including the following:

- Optimised PPC is cost-effective
- Your ad will be displayed on the first results page when someone searches for a related term
- More exposure and brand visibility as targeted traffic is directed to your site
- You can run multiple ad campaigns for each keyword
- It results in higher click-through rates (CTR), more conversions, and increased sales revenue

26.Define Display advertising.

- Display advertising is the process of promoting a product using an online paid ad placed on relevant social media accounts and third-party platforms. These ads include text,

images, or videos and encourage site visitors to go to a landing page and take a certain desired action or buy a product

27. What are the types of Ads?

- Banner ads
- Native ads
- Animations
- Interactive content
- Video content

PART - B**1.Explain in Detail about Search engine optimization and Optimization Process.****SEO:**

Search engine optimization (SEO) refers to techniques that help your website rank higher in organic (or “natural”) search results as shown in fig 2.1, thus making your website more visible to people who are looking for your product or service via search engines.

SEO is part of the broader topic of Search Engine Marketing (SEM), a term used to describe all marketing strategies for search. SEM entails both organic and paid search. With paid search, you can pay to list your website on a search engine so that your website shows up when someone types in a specific keyword or phrase. Organic and paid listings both appear on the search engine, but they are displayed in different locations on the page. So, why is it important for your business“ website to be listed on search engines?

On Google alone, there are over 694,000 searches conducted every second. Every second that your website is not indexed on Google, you are potentially missing out on hundreds, if not thousands of opportunities for someone to visit your website, read your content, and potentially buy your product or service.

Practicing SEO basics, as well as more advanced techniques after those, can drastically improve your website's ability to rank in the search engines and get found by your potential customers. Then about paid search, you can pay to have your website listed on the search engines. However, running paid search campaigns can be quite costly if you don't know what you're doing. Not to mention, about 88% of search engine users never click on paid search ads anyway.

Because the sole purpose of a search engine is to provide you with relevant and useful information, it is in everyone's best interest (for the search engine, the searcher, and you) to ensure that your website is listed in the organic search listings. In fact, it is probably best to stay away from paid search all together until you feel you have a firm grasp on SEO and what it takes to rank organically.

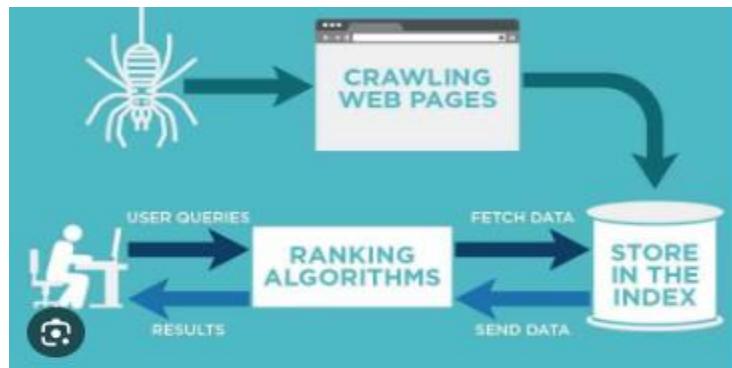


Fig 2.1 SEO

How does a Search Engine Work?

Search engines perform several activities in order to deliver search results shown in Fig 2.2.

- **Crawling** - Process of fetching all the web pages linked to a website. This task is performed by a software called a crawler or a spider (or Googlebot, in case of Google).
- **Indexing** - Process of creating index for all the fetched web pages and keeping them into a giant database from where it can later be retrieved. Essentially, the process of indexing is identifying the words and expressions that best describe the page and assigning the page to particular keywords.
- **Processing** - When a search request comes, the search engine processes it, i.e., it compares the search string in the search request with the indexed pages in the database.
- **Calculating Relevancy** - It is likely that more than one page contains the search string, so the search engine starts calculating the relevancy of each of the pages in its index to the search string.
- **Retrieving Results** - The last step in search engine activities is retrieving the best matched results. Basically, it is nothing more than simply displaying them in the browser.

**Fig 2.2 Search Engine work**

Search engines such as Google and Yahoo! often update their relevancy algorithm dozens of times per month. When you see changes in your rankings, it is due to an algorithmic shift or something else beyond your control.

Although the basic principle of operation of all search engines is the same, the minor differences between their relevancy algorithms lead to major changes in the relevancy of results.

SEO Strategies:

- All search engine optimization spawns from diligent keyword research. This involves finding out just how people are coming to your website – what terms they use, what questions they ask, etc.
- If you know how people are looking for sites like yours, all you have to do is provide them with the answers they seek. This is all about appealing to your audience. You need to think of popular and related keywords that suit your sites content, then you can incorporate them into the content and the marketing techniques that you employ.
- Another part of SEO is link building, and it's always changing. Link building is where you have a link to your site appear on other sites. Instead, your focus should be on building content and let the linking occur naturally.
- Tactics that worked in the past, such as posted links on articles you write on other sites, are now considered spammy and if there are too many of these, your site can get a penalty.
- To fully understand SEO, you should consider getting some sort of consultant to guide you along. There are so many different marketing techniques out there, making it hard

to find just the right one for you. You can use someone else's experience to narrow down your options and pinpoint the perfect strategy to help you reach your audience.

Search Engine Rank

- When you search any keyword using a search engine, it displays thousands of results found in its database. A page ranking is measured by the position of web pages displayed in the search engine results.
- If a search engine is putting your web page on the first position, then your web page rank will be number 1 and it will be assumed as the page with the highest rank. SEO is the process of designing and developing a website to attain a high rank in search engine results.

What you intend to sell to them. Is it a tangible item or just text content? What will make your business idea unique or different from everything else that is already available in the market?

- Many people think it is important to have keywords in a domain. Keywords in the domain name are usually important, but it usually can be done while keeping the domain name short, memorable, and free of hyphens.
- Using keywords in your domain name gives you a strong competitive advantage over your competitors. Having your keywords in your domain name can increase click-through-rates on search engine listings and paid ads as well as make it easier to use your keywords in get keyword rich descriptive inbound links.
- Avoid buying long and confusing domain names. Many people separate the words in their domain names using either dashes or hyphens. In the past, the domain name itself was a significant ranking factor but now search engines have advanced features and it is not a very significant factor anymore.
- Keep two to three words in your domain name that will be easy to memorize. Some of the most notable websites do a great job of branding by creating their own word. Few examples are eBay, Yahoo!, Expedia, Slashdot, Fark, Wikipedia, Google, etc.
- You should be able to say it over the telephone once, and the other person should know how to spell it, and they should be able to guess what you sell.

Types of SEO:**Two ways of optimization:**

On-Page SEO - It includes providing good content, good keywords selection, putting keywords on correct places, giving appropriate title to every page, etc.

Off-Page SEO - It includes link building, increasing link popularity by submitting open directories, search engines, link exchange, etc

SEO techniques:

- White Hat SEO - Techniques that search engines recommend as part of a good design.
- Black Hat SEO - Techniques that search engines do not approve and attempt to minimize the effect of. These techniques are also known as spamdexing.

White Hat SEO

An SEO tactic is considered as White Hat if it has the following features:

- It conforms to the search engine's guidelines.
- It does not involve in any deception.
- It ensures that the content a search engine indexes, and subsequently ranks, is the same content a user will see.
- It ensures that a web page content should have been created for the users and not just for the search engines.
- It ensures good quality of the web pages.
- It ensures availability of useful content on the web pages.
- Always follow a White Hat SEO tactic and do not try to fool your site visitors. Be honest and you will definitely get something more.

Black Hat or Spamdexing

An SEO tactic, is considered as Black Hat or Spamdexing if it has the following features:

- Attempting ranking improvements that are disapproved by the search engines and/or involve deception.
- Redirecting users from a page that is built for search engines to one that is more human friendly.

- Redirecting users to a page that was different from the page the search engine ranked.
- Serving one version of a page to search engine spiders/bots and another version to human visitors. This is called Cloaking SEO tactic.
- Using hidden or invisible text or with the page background color, using a tiny font size or hiding them within the HTML code such as "no frame" sections.
- Repeating keywords in the metatags, and using keywords that are unrelated to the website content. This is called metatag stuffing.
- Calculated placement of keywords within a page to raise the keyword count, variety, and density of the page. This is called keyword stuffing.
- Creating low-quality web pages that contain very little content but are instead stuffed with very similar keywords and phrases. These pages are called Doorway or Gateway Pages.
- Mirror websites by hosting multiple websites - all with conceptually similar content but using different URLs.
- Creating a rogue copy of a popular website which shows contents similar to the original to a web crawler, but redirects web surfers to unrelated or malicious websites. This is called page hijacking.
- Always stay away from any of the above Black Hat tactics to improve the rank of your site. Search engines are smart enough to identify all the above properties of your site and ultimately you are not going to get anything

2. Explain in detail about SEO Strategy and Search Engine Optimization Process in detail.

Search Engine Optimization Process:

In order to have ongoing success, it is important to monitor results and build meaningful content on a continual basis as shown in **Fig.2.3**

1. Keyword Research
2. Reporting & Goal Setting
3. Content Building

4. Page Optimization
5. Social & Link Building
6. Follow Up Reporting & Analysis

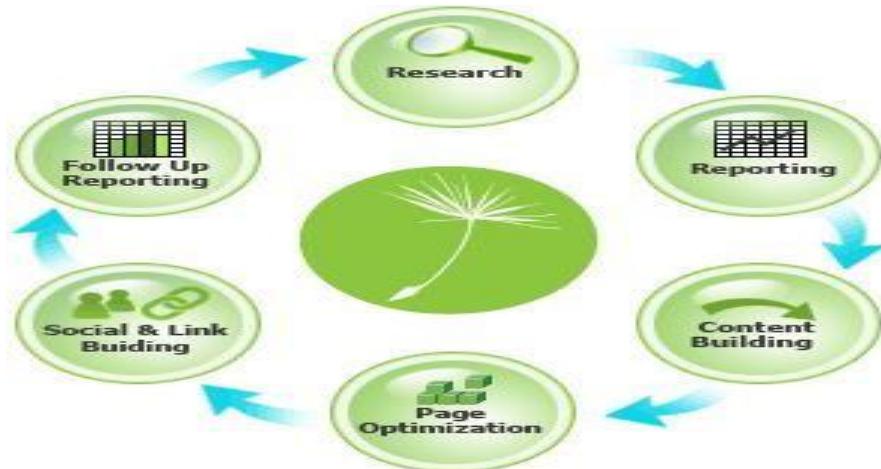


Fig 2.3 SEO Process

1. Research

Keyword Research

Keyword phrase research involves identifying a group of keyword phrases that will be used in optimization. This step is critical and requires a considerable amount of time to find a good set of phrases that offer a balanced combination of two important factors: high usage bysearchers and relatively low competition within the search engines.

Determining the most used phrase that contains your targeted keyword(s) isrelatively easy. Online tools allow you to enter a particular keyword or words and will return all the ways in which that word(s) was used by searchers in the last month and in what volume. A more effective approach is to find a set of phrases that are heavily used by searchers but somewhat less competitive in terms of the total number of search results.

Competitive Research

- Once armed with the target keyword phrases, we do a thorough competitive analysis of the subject site against its 7 – 10 biggest competitors (using both offline and online competitors).
- We use a series of SEO metrics, including indexed content, Alexa rating, inbound links, domain age, and social media following among others.

- Through this process, we are able to gauge the client site's starting position against its competition and identify areas requiring priority in the subsequent work.

For example, if we see that relative to the competition, the client's site has 50% less indexed content, then content building would be a priority in the goal setting that happens in the next phase.

2. Reporting & Goal Setting

- After establishing your targeted keyword phrases and starting position relative to the site's competitive set, it is important to understand what the subject site's starting position is within the search engines.
- Doing so ensures that you know the specific areas that need work and provides a baseline against which to gauge the subsequent campaign's success.
- Access to site traffic information is very important. These statistics show how searchers are finding and interacting with the subject site, e.g., which search engines, what keyword phrases are being used, bounce rates, most popular content, etc.
- Understanding the site's traffic level and the source of its referrals can also be a critical tool in making other online marketing decisions.
- After developing a complete picture of the site's starting position, goals are set for the SEO plan.
- These goals are measurable (one big advantage of SEO over other advertising options) and tied to the specific business objectives of the site.
- In the ongoing progress of reporting and follow up, progress towards the plan's goals are analyzed and reported. Adjustments to the SEO plan can be made according to the findings of these progress reports.

3. Content Building

- Content is king in search engine optimization. The search engines love text; high volume, high-quality content related to your business will serve you in a couple of important ways.
- First, a site loaded with high-quality content of interest to site users will give them a reason to stay and a reason to come back. After all, the reason they came to your site was to find information.

- Second, you will receive the added benefit of serving up exactly what the search engines want – content.
- Search engines will have more information to store about your business and products; that information will translate directly into the ranking they give your site for related keyword phrases.
- For more information on content development and specific ideas about ways to expand your site's content, read our, Content is Still King.
- We often find in the Competitive Research phase that the client's site is falling behind its competitors in the amount of indexed content. In those cases, this phase of the process takes on additional importance.

4. Page Optimization

Following the addition of new, high quality content, we tackle on-page optimization.

- Page Titles
- Text-Based Navigation
- Prominence of Targeted Keyword Phrases
- Site Map
- ALT and META data
- Clean up the Code

5. Social & Link Building

- **Social Media** - In marketing, you fish where the fish are. And, the fish are using social media in increasing numbers.
- The power of online sharing through social media provides tremendous opportunities for companies willing to commit the time to using it.
- During this phase of the process, we help clients establish a social media presence and consult with the client on how best to use those social media profiles to share site content and connect with customers and potential customers.

6. Building In-Bound Links

- Each new, quality link to your site increases the likelihood of both the search engines'

spiders running across your site as well as searchers looking for services or products like yours.

- Google views links to your site (as long as they are links from high quality sites) as votes for your site and rewards the site accordingly.
- You can check your link popularity with a variety of free online tools. In addition, Google's Webmaster Tools provides information regarding the inbound links to your site. We consult with our clients on ways to build their online reach and influence with new, high-quality inbound links.

7. Follow Up Reporting and Analysis

- The same reporting done in the initial phase of the campaign is done again at regular intervals, post-optimization. Rankings, site traffic levels, social signals and other key metrics can then be compared to pre-optimization levels, giving measurable results to the SEO campaign. The specific metrics used in an SEO plan will depend on the goals of that site.

3. Discuss in detail about Keyword Strategy in Search Engine Optimization.

- Effective SEO strategy can be simply defined as providing the highest quality response to the psychological intent behind a search query in the form of a web page.
- When we break down SEO strategy a bit further, we encounter two separate arts: first, understanding the searcher's intent when they typed in the keyword, and second, crafting a fulfilling answer to that intent. Looking at SEO in this way is purer than the way SEO strategy has traditionally been defined: technically, in terms of meta tags, site speed, and backlinks. It's also more accurate in 2023, as the technical aspects of SEO are quickly becoming automated—most CMSs are fast and secure and allow users to input the targeted keyword on the back end.
- SEO strategy is also different than in previous years because of the arrival of ChatGPT, Google Bard, and other AI chatbots, as they have replaced the need to target definitional or general research keywords, and pushed marketers to provide more value to searchers in the form of original insights, research, organization of ideas, and other content that aids in high level analysis and decision-making.

- In 2023, marketers will find that content is still king, but only if the content is true thought leadership that stands out from what others can create with the assistance of AI tools. Google remains a meritocracy, where only one result earns the #1 spot, and that spot will continue to be occupied by the best content on the internet that respond to the keyword's intent.

SEO strategy elements:

1. Developing Customer Personas for SEO
 2. Understanding Search Intent and Transactionality
 3. Applying the Hub & Spoke Model
 4. Assigning appropriate Page Types to SEO Keywords
 5. Creating the Best SEO Content
- These elements are interdependent, and executing a successful campaign requires that your team have a clear understanding of each. And because successfully executing on all 5 elements aligns your content with the philosophy that drives Google, the resulting search rankings often remain for years.

1. Developing Customer Personas for SEO

- Successful SEO strategy depends on selecting the right audience, and the best way to do so is by creating customer personas.
- Personas are detailed summaries of your target audience, their goals, pain points, and other characteristics that push them towards an eventual conversion. Building detailed customer personas helps writers understand what points to emphasize and minimize in their content.
- A B2B customer persona includes job titles, responsibilities, superiors, and performance metrics. A B2C customer persona includes shopping histories, pain points, and relevant demographic information.

2. Understanding Search Intent and Transactionality

- Search intent refers to the reason a user searches a keyword, both express and implied. Search intent exists as a spectrum (depicted in the image below) of purposes, ranging from research-oriented keywords focused on developing a reader's understanding of a

particular topic to transaction-oriented keywords which reflect a desire to buy or purchase a product in fig 2.4.

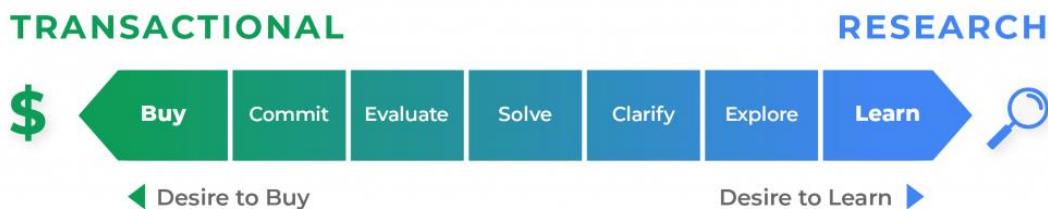


Fig 2.4 B2B Example

- From an SEO standpoint, your personas are particularly important, as the keywords you target will be influenced by them. For example, Kevin from the B2B example is quite busy and therefore likely to want to quickly evaluate project management software, placing him further on the transactional end of the spectrum and more responsive to keywords such as:
 - “best project management software”
 - “[insert product name] review”
 - “project management software ranked”
- By contrast, the B2C example with Emily notes that she’s much more interested than Kevin in doing preliminary research on a product to verify that it’s up to her standards before committing. This type of customer would respond to more research oriented keywords such as:
 - “what does an air purifier do?”
 - “do i need an air purifier?”
 - “air purifier vs humidifier”
- Targeting keywords that align with your searcher’s needs ensures they are satisfied with their search results, presenting more opportunities for conversions.

3. Applying the Hub & Spoke Model

The Hub & Spoke model of SEO is an efficient way to organize the keywords used in a campaign for easy linking and to create a direct path down a customer’s conversion funnel. It consists of a single short hub keyword, also known as a container keyword, which

expands into long-tail keywords known as spokes. An example of a hub keyword with its spoke keywords is shown below in table 2.1.

Hub Keyword	Spoke Keywords
project management software	<i>how does project management software work?</i> (Search Intent: Clarify)
	<i>project management software offline mode</i> (Search Intent: Solve)
	<i>best budget project management software</i> (Search Intent: Evaluate)

Table 2.1 Hub & Spoke Model

Hubs serve the purpose of both:

- Organizing written materials into one central page by which spoke articles are linked
- Projecting the course of the campaign, which strategists can lean into or deviate from depending on results

It is important to note when implementing this model in your strategy, spokes must always contain the hub keyword. For example, “project management software” is included in all of the spokes shown above.

There are 5 rules to follow when selecting spokes:

1. Each spoke keyword must contain every word in its hub's keyword phrase
2. Each spoke keyword must autocomplete within a ten-item dropdown list in the Google search box (or be vetted for high search volume using an SEO tool)
3. The search intent of each spoke must be transactional
4. Your site must not already rank for those keywords
5. Your site must have a realistic chance of ranking for each spoke keyword within 24 months of publishing a page

After selecting spoke keywords following the above rules, the next step of SEO strategy is assigning each keyword and appropriate page type.

4. Assigning Appropriate Page Types for SEO Keywords

- Page type refers to the layout, contents, and structure of a page. Depending on the search intent a page exists for, certain page types may fit your objective better than others are shown in table 2.2(see the table below).

Search Intent	Page Type
Buy	<i>Landing Page</i>
Commit	<i>Case Study</i>
Evaluate	<i>Comparison Blog Article</i>
Solve	<i>Problem & Solution Blog Article</i>
Clarify	<i>Blog Article</i>
Explore	<i>Hub Page</i>
Learn	<i>Most "learn" topics are too far from the point of conversion to justify targeting in an SEO campaign</i>

Table 2.2 SEO Keyword

- B2B companies are more likely to use landing pages that fall on the solve to commit region of the spectrum since their audience consists of professionals searching for solutions to niche problems. By contrast, B2C companies will primarily publish a more stratified mix of extremely transactional product pages supported by research-oriented blog articles.
- Blog articles are an exception to the spectrum, as they can target nearly every search intent. For example, a blog can contain information that answers the search query while also presenting a call to action. Similarly, B2C customers may find their way toward transactional page types like a product page.

5. Creating the Best SEO Content

- The best page on the Internet for a given keyword is the one that best fulfills the search intent of the target audience.
- You fulfill search intent both by choosing the right page to receive the searcher but also by writing in a way that answers both the questions they've expressly asked and the ones they didn't realize they had.

Direct Tone

- Once search intent has been established, articles should focus on immediately providing readers with their desired information. The searcher's answer should ideally be included in the introduction in a condensed form, allowing the remainder of the piece to flesh the topic out further in the rest of the article. For example:
- Providing value early on quickly establishes trust with the reader, making them more likely to:
 - Return to the site later
 - Subscribe to the email list
 - Fill out a contact form
 - Make a purchase
- The remainder of the content should present valuable information, avoiding figure-of-speech phrases, anecdotes, or other conversational approaches that detract from quickly getting to the point. The only exception is when a customer persona mandates a conversational tone (a relatively common occurrence in B2C).

Visual Aids

- Visual elements such as tables, graphs, and images make information more digestible by breaking up long text and helps keep the reader's eyes moving. Visual elements should be used with an intended purpose explained in the chart below.

Element	Purpose
Table	<i>Best used when articles are covering a broad topic that covers many facets of categories (i.e. comparing multiple computer security programs according to price, features, reviews, etc.)</i>
Graph	<i>Ideal for quantitative findings covering one or multiple topics in greater detail (i.e. the performance of a software over time, a comparison of different funds in a particular year, etc)</i>
Image	<i>Visual representations used to illustrate or summarize the key takeaways of surrounding text.</i>

Table 2.3 Visual Aids

- Visual elements should only be included if they provide value for the reader. It might be tempting to include a relevant image next to a header to break up the page, but pictures should serve as a way to illustrate the content further. A stock image used only for its formatting value will signal to the reader that your content offers little value.

4. Discuss in detail about SEO Success factor.

Discuss in detail the factors influencing SEO.

Nov 2024

High-Quality Content

- Our main goal is to deliver value to your readers. To start, ensure every page includes at least 300 words of original content. Content should be broken into shorter chunks, for instance, with H2 subheadings, so it's easy to scan are shown in fig 2.5.

On-Page SEO

- Content doesn't just need to be high-quality. It also needs to be optimized for search engines.
- Start with this basic checklist for on-page SEO:
 - Choose one primary keyword for the page and 3-4 related ones.
 - Include the primary keyword in your URL, title tag, meta description, and H1.
 - Make sure internal links use effective anchor text.
 - Include at least one image.

Effective Keywords

- Your content should include target keywords—basically, what words or phrases users might look for that would ideally lead them to your page. Keywords tell the search engine what your page is about.

Useful Backlinks

- These are links on other websites that direct people to your site. When your site is consistently referred to by other quality websites, Google recognizes that it's trusted. Such backlinks are even more useful if the linking website is trustworthy.

❖ Security

- To ensure your website is secure, use HTTPS encryption. This gives your site SSL certificates, creating a secure connection between your platform and your end-users and protects information that the users might provide to the site, such as passwords.

❖ Crawlability

- Crawlability ensures that search engines can find your site. Make it as easy as possible for search engine bots to crawl, index, and understand the type of content you provide.

❖ Load Speed

- Top-ranking Google sites average a load time of fewer than 3 seconds. According to Google webmasters, Google aims for less than a half-second.

❖ Mobile-Friendliness

- You want to create a website that offers a user-friendly experience for both desktop and mobile users—aim for a responsive design, and nix text-blocking ads and pop-ups. Keep it simple.



Fig 2.5 SEO Success Factors

5. Explain in detail about On-Page Techniques in SEO.

On-Page Optimization:

- On-Page SEO refers to how well your website's content is presented to search engines.
- On page optimization involves ensuring whether a particular webpage is structured in a manner so that it gets found by the search engines for given keywords and key phrases.
- It not only helps in getting good search engine ranking but also increases overall readability of the site.
- The best part is that not much has changed about the on-page optimization approach. It can still be improved immediately by tweaking incorrect elements on a webpage.



Fig 2.6 On-page Factors

There 5 key elements of a successful on page optimization:

1. Page Copy

- A good content copy is really the key to your success. It is an open secret that you need to produce original, unique and high quality content of relevance on a continuous basis to perform well and rank high on search engines. There are few things you need to keep in mind while creating the content copy.

Keyword

- Each piece of content should be created keeping the focus primarily on a single keyword or a keyphrase.
- This word or phrase should at least be mentioned for a specific number of times in the whole content and this process is known as keyword density. Each content copy is supposed to maintain a keyword density of 3-5% as per industry standard.
- Keep a mix of primary and secondary keywords and key phrases in your content but optimize your content around only those keywords and phrases on which you desire to achieve top organic search rankings.

Quality over quantity

- You don't essentially need longer articles for better search engine rankings. Web pages with more content intensity and depth have started performing better on search engine ranking since the 2011 Google algorithm update.

2. Title Tags

- Arguably title tag is the most important element among the “big three”, the other two being page copy and inbound links.
- Title tag contains the words which appear in the clickable link of the search engine result.
- Google has limited the page titles up to 70 characters, so it is extremely important that your title tags are keyword-relevant yet concise. For example, when looking up in Google for a query, you might have noticed the chopped off title tags in few results, that's because the title tags for that page are too long. To optimize the title tags primary keywords and secondary keywords should be mentioned in the same order and the branded keywords at the end, this is a rule to follow except for the home page.

3. Meta Data

- Meta data is a well-written description summarizing the content of a particular webpage. It used to be one of the most important factors affecting search engine optimization in pre-Panda era.
- Meta data completely lost its importance in influencing Search Engine rankings from September 2009 after Google's declaration.

- It was majorly devalued because of a wide practice of spam techniques. Google crawlers though look at the Meta keywords to get an idea about the topicality of the page content.
- Meta descriptions have to be created within a limit of 155- 160 characters which essentially should not include anything but alphanumeric characters.
- It can't influence search engine rankings but do help in getting a high click through rate.
- Meta description works more as an ad copy for the organic search results which influences the readers to click on a particular link.
- It can also intelligently accommodate the primary keywords within it, Google especially highlights them if searched key phrase contains the exact key words.

4. Heading Tags

- These are the tags which define the content of your page section wise, just like traditional headings and subheadings. There should be one `<h1>` tag every page, which should include the most relevant key phrase or key word. This tag can be created up till `<h6>`, though general practice is to use this till `<h3>`.
- Apart from the primary keyword mentioned in the `<h1>`, you can include the other important keyphrases in `<h2>` and `<h3>` tags to define the other sections of the content. The `<h1>` tag should be optimized well as search engines still give this some value.

5. Interlinking

- Strategically, linking one of your website pages to other similar pages on your website provides context to the search engine and to the readers as well. Some best practices are:
 1. Include links in the main content of each page.
 2. Paragraph links carry the most weight.
 3. Use keyword-rich anchor text in links.
 4. Avoid using non-descriptive anchor text (for example, read more, click here, etc).
 5. Link to relevant, deep pages.
 6. Use breadcrumb navigation on every page
 7. Monitor your inbound links through Google Webmaster Tools.

8. Avoid multiple links to the same page from a single page.
9. Less links= More authority per link.

The most common practice of showing “related links” or “tags” at the end of a page or in a sidebar is done to thematically relate one page to another.

Other important On-Page SEO:

- It refers to all the measures or methods used by website owners within their websites to increase the traffic and ranking of a website on search engine result pages. Within the website means you deal with such elements of SEO that are in your control, such as meta tags, technical tags, content quality, etc. So, there should not be any delay in resolving on page SEO issues to maintain and improve the ranking are shown in fig 2.7.

Some of the important On-Page SEO factors are as follows:



Fig 2.7 On-Page SEO

1) Meta Tags: Meta Tags are HTML tags that contain meta data and provide information about the content of a webpage. They tell what the page is about when it was updated, and who has created it. This information is very important in terms of SEO as it helps search engine crawlers understand and index the page.

These tags are placed inside the head section of a HTML page, e.g., <head> meta tag</head>. The users who visit your site can't see these tags, but the search engine can see them for indexing and deciding the ranking of your site.

There are mainly three types of meta tags:

- a) **Meta Title:** It is the title tag which is also your page title. It appears on the title bar of the browser window in search engine result pages.
 - b) **Meta Description Tag:** It is the summary of the information contained in your page. It is displayed below the URL of your page when your URL appears on the search engine result pages in response to the search query made by a user.
 - c) **Meta Keywords tag:** This meta tag contains all of your key keywords related to the content of your page.
- 2) Page Length:** The search engine prefers long pages to rank higher than short pages. It knows that users do not get satisfied with basic information. Instead, they expect a full explanation
- 3) Outbound Links:** You can give links of other sites on your page that provide similar information. It may act as a trust factor for Google.
- 4) Internal Links:** Interlinks your popular pages to new pages so that traffic from one page may be diverted to other pages.
- 5) Canonical Tag:** This tag is used to prevent the duplicate issues that arise when you have two URLs with similar content. It tells Google that two or more pages with similar content are equivalent to one another and belong to the original page.
- 6) Image Optimization:** Image is required to be optimized using alt text, description, etc. Additionally, instead of naming your image as "image1.jpg" use descriptive filenames, for example, 'boy-playing-in-the-park.jpg.'
- 7) Sitemap:** A sitemap is created for a site. It helps search engines in indexing pages of your site.
- 8) Content:** The content of your pages should be unique, relevant, and the latest and should be related to highly searched topics, keywords, etc.
- 9) URL Optimization:** Keep your URL less than 255 characters, and use hyphens '-' to separate different parts of the URL. Additionally, it should be short, descriptive, and contain your main keywords. For example, www.javatpoint.com/ smo-tutorial -for-beginners. Also, optimize the structure of URL by making categories that help search engines and users to find the content with ease. For example, Homepage>Social Media>Facebook>Post

10) Mobile Friendliness: Around 60% searches in Google are made through mobile phones and other such devices. So, make sure your website is mobile-friendly.

6. Explain in detail about Off-Page Techniques in detail.

- Off-Page SEO refers to your website's overall “authority” on the web determined by what other websites say about your site. Off-page optimization is a long-term process and takes the time to improve.
- Simply put, off page is all about your online reputation. Off page optimization includes acquiring backlinks to your page from the authority sites in your niche. Backlinks are the currency of any off-page strategy.
- And, unlike on-page optimization, off-page optimization efforts are not apparently visible on the webpage itself; it does the background work for a better search result.
- But, after the recent Google Panda and Penguin updates, off-page optimization scenario has drastically changed. Many effective are shown in fig 2.8 old school practices became obsolete and negatively affected many big websites with high page ranks. Off page optimization effort can be grossly divided into two parts:



Fig 2.8 Off Page SEO

1. Acquiring Backlinks

- Acquiring backlinks to your pages from higher authority sites is now more important than ever. Search engines treat link popularity as one of the key factors for a better search engine ranking. Though, link popularity is not the top ranking factor anymore, as it can easily be manipulated.

- Nowadays, search engines focus more on the quality of your content and the level of engagement on the site, over the number of links pointing towards your site. So, the success factor is not building a long list of inbound links but building a trail of quality links for your site.
- Creating quality content that informs and educates your target audience is more important than ever.

TIP: Getting a number of links from multiple domains relevant in your industry are the key. Buying backlinks from non-related domains won't earn you goodwill in search engine results and can even penalize you.

2. Leveraging social interaction with your site

- Use of social metrics or social engagement as a ranking factor is an increasing trend. Besides backlinks, Google now gives prominence to social signals around your content. Whether it's the number of people who tweet, 'Like', social bookmark, or "vote" via Google +1 for your content, your site's social footprints has a direct relation with your rankings. SEO has now evolved into social.

3. Promote your content via social channels

- Make sure to promote your content through multiple social media channels to obtain some social media traction. You can use multiple platforms to engage your audience, keeping the focus on the ones creating maximum buzz for you.

There are various platforms at your exposure

Facebook

- Facebook is the social platform with the maximum number of active users at this moment. You can share your content there but don't use a promotional tone, rather keep it light as people come to Facebook mostly with an intention of socializing in a casual mood. Especially interesting and light topics with pictures get more attention in the form of Likes and Share on Facebook.

Twitter and LinkedIn

- You can distribute your content on both these platforms. You can share your content in the form of an article, video, image or even in the form of a simple update. You can join relevant LinkedIn groups and share your articles there too. If you have content of great quality you'll surely be able to create buzz around it.

Google+

- It has become very important to share any content you create on Google+, as it is from the search engine provider itself. Recently, there is a lot of noise that Google+ has an indirect correlation with your website's ranking in the search engine. Google also have introduced a new feature called **Google Authorship**. It shows the picture and name of an author with his articles in Google search results. This has come across as a major factor to counter the duplicate content by giving weightage to the authors and the content they have created.

Pinterest

- Pinterest is the latest social media sensation. The image sharing website allows you to share pictures from your post to appeal to your target audience. If you have an e-commerce site, Pinterest can help you drive your sales.

Quora

- This is a question & answer platform where a lot of people come searching for the solution to different problems and queries. You can post your content or your opinion in any of the relevant discussion thread and readers can up vote or down vote it. This is in fact the future of commenting. The platform can help you establish yourself as a subject matter expert in your field.

Video Sharing

- You can create informational videos on topics like make-up tips or different marketing strategies to share them on free video hosting sites like Vimeo, YouTube etc. generating billions of unique viewers every month.

4. Add social book markings

- Social bookmarking is one of those old yet useful off-page SEO techniques being used from the pre-Panda and Penguin age.
- There are many sites like Tumbler, Stumbleupon, Reddit, Delicious, Digg being the most prominent ones, where people come in searching for different content topics.
- You can add a social bookmarking panel to your website and share all the content you produce.

5. Guest Blogging

- Another way of acquiring strong back links in post Panda era is guest blogging.
- You have to create relevant and high quality content and submit to the blogs with higher page ranks.
- If your article contains real good stuffs it will get published and to do that you have to observe the content types and categories your target blogs are covering, it's even great if there are some common or related categories both of you cater to.
- For a long term and successful search engine optimization strategy, you need to work on your site structure as well as on building your online reputation by getting backlinks and creating the community around your content. And, ultimately, it boils down to creating interesting and informative content people would like to read and share. Content is still the King.

Other important Off-Page SEO

- Although Off-page optimization has the same objective of increasing traffic, it is different from On-page optimization.
- In On-Page SEO, we deal with the factors that are in our control, i.e., within the website, but in Off-page SEO, the measures shown in fig 2.9 are taken outside the site, which is not in the control of a website owner such as blog submission, article submission, forum posting, etc.



Fig 2.9:Off Page SEO

Some of the important Off-Page SEO factors are as follows:

- Off-Page SEO techniques mainly deal with increasing the links to a site which is called Link popularity. These links can be internal or external.
- The internal links come from your own webpages, and external links come from other websites or webpages. High link popularity indicates that you have more connections to your site, which is a plus for SEO.

Some important off page SEO techniques to increase link popularity are as follows:

1) Influencer Outreach: If your content is unique, relevant, and the latest, you should share it with influencers in your industry.

2) Guest Posting: There are many authors or blogs that allow you to submit your post or content as a guest post on their sites. If you have written quality content, you can post it there to get backlinks from them.

3) Social Bookmark Submission: There are many social bookmark submission sites where you can upload your webpage or blog post containing a link to your site to drive traffic to your site.

4) Forum Submission: In this method, you participate in forums related to your business, websites. Here, you can reply to threads, answer questions and queries, and provide feedback and suggestions. For better results use, "Do-Follow" forums.

5) Directory Submission: Here, you can submit your pages in directories to build backlinks. You should choose relevant directories and categories.

6) Article Submission: There are also many article submission sites where you can submit articles, again choose relevant categories to submit articles.

7) Video Submission: You can create videos with proper title, description, tags, and reference links and submit them to video submission sites to get backlinks.

8) Image Submission: You can share your images in various image submission sites. But, don't forget to optimize your images with the relevant title tag, URL, alt tag, description, etc

9) Infographics submission: Infographic is a visual representation of information or data such as graphs, charts, etc. You can submit it to infographic submission sites with links to your website.

10) Web2.0 Submission: This off page SEO technique allows you to create a subdomain in high domain authority websites, such as blogger, wordpress, medium, and more.

7. Discuss in detail about Search Engine Marketing.

- Search engine marketing, by definition, involves marketing to internet users through natural search engine result page listings and paid advertisement placement next to the search results. In simplest terms, any form of search engine marketing involves:
 - (a) A user typing any combinations of words (known as keywords in search terminology)
 - (b) Into an input space (called a search-box)
 - (c) Through usage of search technologies (crawling and indexing), and
 - (d) Application of complex programs (known as search algorithms)
 - (e) Delivering the best matched weblinks (known as Organic Search results) and
 - (f) Displaying paid weblinks (known as Pay Per Click)
- In the above definition (related to point ‘e’), the process by which any specific website, blog, portal, etc., applies efforts and techniques to optimize its content to be matched to a specific keyword searched is known as Search Engine Optimization (SEO).
- On the other side (related to point ‘f’), the structured set of marketing programs run by the specific search engine to put a price to a specific set of keywords and sell them to multiple businesses (web-marketers) is known as Search Engine Marketing (SEM) or Paid Per Click Marketing (PPC).
- It is typically the application and execution of search engine marketing, which forms the base of this first category of digital marketing channels, which was popularized by Google and is now one of the most widely used marketing channels in the world

History of Search Engine Marketing:

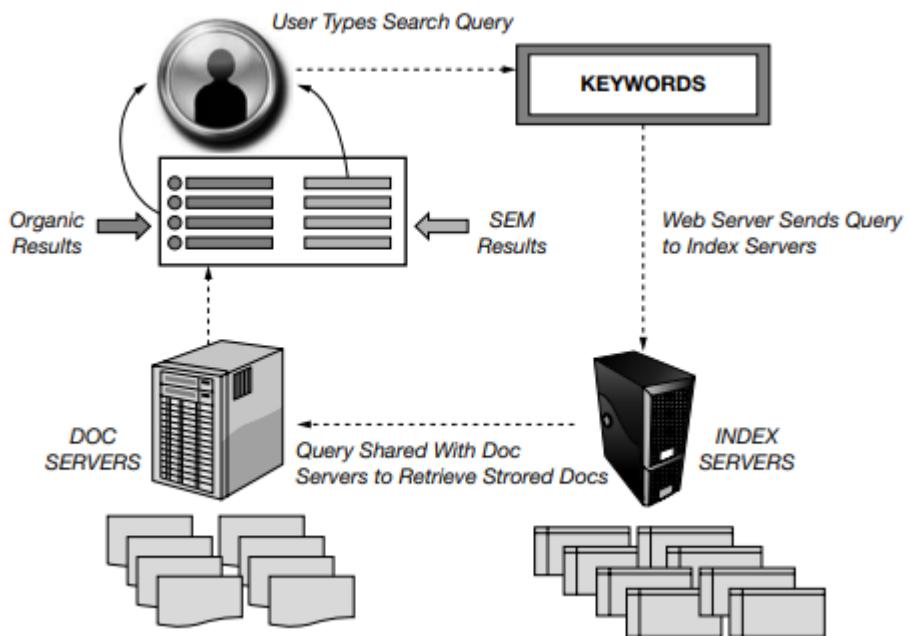
- The development of search engine marketing as a channel goes back to 1996 when the search engine OpenText initiated the paid search business model through a preferred listing service that aimed at highlighting businesses, services, and products, when users searched for relevant keywords.

- At that time, the company drew flak and did not want a commercialized version of their search results. As the market matured, post OpenText, GoTo.com pioneered the paid search business model with its Pay-for-Placement model.
- It also introduced an auction (bidding) process for ad placements on the search engine page. With its name changed to Overture in 2003, GoTo.com was purchased by search engine Yahoo that strengthened its paid search marketing services.
- In 2000, Google launched the AdWords program which saw limited success till 2003 after which it started gaining popularity.
- This was followed by Ask.com with its PPC services in 2005 called Ask Sponsored Listings and soon after MSN followed it in 2006.
- Search engine marketing programs since then have established well enough as a prime source of revenue for search engines, the biggest gainer being Google which has extended AdWords services from text ads to display, video, mobile, etc.,

How does a Search Engine Work?

Search engines perform several activities in order to deliver search results shown in Fig 2.10.

- **Crawling** - Process of fetching all the web pages linked to a website. This task is performed by a software called a crawler or a spider (or Googlebot, in case of Google).
- **Indexing** - Process of creating index for all the fetched web pages and keeping them into a giant database from where it can later be retrieved. Essentially, the process of indexing is identifying the words and expressions that best describe the page and assigning the page to particular keywords.
- **Processing** - When a search request comes, the search engine processes it, i.e., it compares the search string in the search request with the indexed pages in the database.
- **Calculating Relevancy** - It is likely that more than one page contains the search string, so the search engine starts calculating the relevancy of each of the pages in its index to the search string.
- **Retrieving Results** - The last step in search engine activities is retrieving the best matched results. Basically, it is nothing more than simply displaying them in the browser are shown in fig 2.10.

**Fig 2.10 Search Engine Working****Advantages of SEM**

SEO as Marketing Channels

- SEM is generally considered to be one of the earliest approaches that digital marketers take while thinking of spending their budgets online.
- This is not only because of their effectiveness or low upfront cost to begin with, but also because they are one of the more non-obtrusive forms of marketing when compared to display advertising or direct marketing.
- The basic premise that SEM originates from is voluntary audience-driven intent and it is intrinsically a pull-marketing model rather than a push model.
- In the case of SEO, since brands spend a tremendous amount of time to match their content to search marketing keywords and search authority rules, what emerges is an ecosystem of pure meritocracy where marketers with the most effort and ingenuity succeed.
- Even when compared to SEM, research shows that SEO listings yield about three-fourths of the entire traffic to websites, which goes to show how well constructed and advanced this digital medium has evolved into data.

8.Explain in detail about the SEM components and their types.**Explain the strategies for successful SEM campaigns.****Nov 2024**

- SEM is all about marketing and promoting through search engines. While starting with the SEM campaign, initially, you have to decide the campaign budget.
- Secondly, bid on the relevant keyword. If you're the highest bidder, then your ad will display in the top of search engine results.
- Since, billions of people search for products or services online, your ad will come across a lot and people will start purchasing it soon.

Types:

- ❖ Pay-per-click advertising
- ❖ SEO or search engine optimization
- ❖ Social media marketing
- ❖ Impressive ad copy
- ❖ Web analytics
- ❖ Build Google Advertisment account & campaign structure:
- ❖ Select accurate keywords:
- ❖ Choose keywords for business intent and transferable intent:
- ❖ Add on the negative match:
- ❖ Check out CPC:
- ❖ Analysis of search volume and competitors:
- **Pay-per-click advertising**
 - Pay per click or PPC is the most important component of SEM. This advertising involves purchase of listings on the SERP pages. For example, search engine displays the paid ads on the right hand side. Further, these ad spaces are sold in auction style. The highest bidder for a keyword will get the top space under paid results. PPC based SEM services attract visitors and allow you to get potential customers.
 - While planning your PPC ads, you have to design and manage it for better results. For example, if you're not placing your ad in front of relevant audience, then

conversion rate is likely to be very low. So, keep your campaigns cost-effective as well as directed to reach target audience.

- **SEO or search engine optimization**

- PPC is a paid strategy to bring traffic whereas SEO relies on natural or organic traffic without any payment. Search engines ranks results based on their relevancy. It looks simple, but actually search engines consider a lot of parameters to constitute relevance. This includes keywords, phrases in text, Meta information, HTML tag, number of internal links, and frequency of updating site. The above listed contributes to the on-page ranking whereas off-page ranking includes external links received from other websites or mentions on social networks.
- While approaching a SEM agency, they align SEO strategies to keep up the marketing goal and improve your rankings online.

- **Social media marketing**

- As you know, social media plays a huge role in our daily lives. Moreover, it's supportive in professional lives too.
- While most of the social networks like Facebook, Instagram, Twitter, etc are free, for a healthy marketing, you have to spend a lot of time maintaining the competitive edge. Also, remember that social media marketing is a factor that influences your search engine ranking. Unlike other SEM strategies, we have to look for certain variables that determine a good social media campaign.

- **Impressive ad copy**

- Ad copy is a significant component of SEM services in Dubai or Abu Dhabi. Since, we have a very limited space and you have to face a lot of competition. So, in order to stand out from the crowd and motivate users to click on your ad, you should work on impressive ad copy. The quality of your product should reflect in the ad. The ad copy should encourage users to reach your site and purchase the product.
- Additionally, check out your competitors' ad strategy and how they are getting recognition in terms of clicks or business. Make sure to have a unique place to start off but initially focus on smaller ads.

- **Web analytics**

- While implementing **SEM services**, you have to take advantage of web analytics to

understand the performance of your campaign compared to others. Moreover, it gives a clear picture on the conversion rates and therefore, this allows you to create more meaningful campaigns in the future.

- **Build Google Advertisement account & campaign structure:**

- The quartet segment of advertisements in Google Ads. The campaign includes an account budget, geotargeting along with additional settings. Ad groups differ in themes arranged for keywords.
- Keywords are the terminology that a person invests bid while your advertisement is activated while duplicate end-users will view it. Brandlabz is the first-rate digital marketing agency in Kochi to assist you in building a Google Advertisement account and campaign structure.

- **Select accurate keywords:**

- The quality of keywords is the initial pace as it permits picking out suitable viewers. An individual enthusiastically acquires things by clicking and buying further through clicking on links.
- The campaign segment includes keyword intent, keyword search volume, CPC, and their competitors for the accurate keyword. Brandlabz is the best digital marketing company in Kochi to explore exact keywords for your firms.

- **Choose keywords for business intent and transferable intent:**

- The top ties in Google's algorithm are taking into account keyword intent. Keyword intent has one-fourth of classes.
- Navigational focuses on a particular thing. Data is studied regarding the subject. Businesses look over products, brands, and services. Transferable means to buy things.

- **Add on the negative match:**

- To disallow your advertisement for display as irrelevant on search result pages, put on a negative match to the campaign as an alternative to the advertisement group.

- **Check out CPC:**

- The advertisement of the first quality score plus the maximum bid will achieve the advertisement placement. Competitive keywords are high. It is perhaps beneficial to

follow keywords competitively so that you should possess a budget yet undertake an analysis of cost-per-click.

• Analysis of search volume and competitors:

- It focuses widely on extra keywords competitively and fewer keywords competitively, particularly for viewers. A person needs a brand to display as keywords competitively further draw potential clients.
 - Brandlabz is the best digital marketing company in Kochi to evaluate search volume and competitiveness for firms to draw potential clients.

9. Discuss in Detail about PPC advertising with example.

- PPC or pay-per-click is a type of internet marketing which involves advertisers paying a fee each time one of their ads is clicked. Simply, you only pay for advertising if your ad is actually clicked on. It's essentially a method of 'buying' visits to your site, in addition to driving website visits organically.
 - One of the most popular forms of PPC is search engine advertising, which allows advertisers to pay for ad placement in a search engine's sponsored links. This works when someone searches for a keyword related to their business offering. For example, if we bid on the keyword 'Google Shopping Management' our ad might show up at the top of the Google results page are shown in fig 2.11.
 - Google Shopping, what we do best, is an example of how PPC advertising can be used to boost both visibility and profitability.



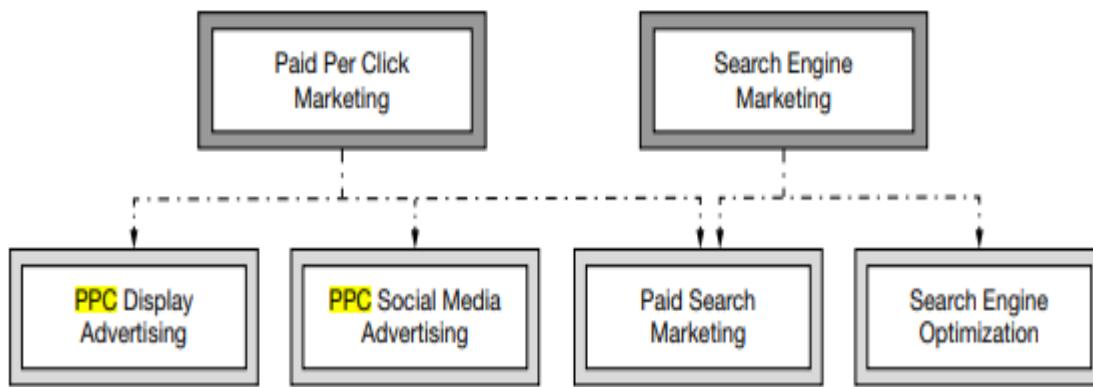
Fig 2.11 Pay Per Click Process

Benefits PPC:

- ❖ Optimised PPC is cost-effective
- ❖ Your ad will be displayed on the first results page when someone searches for a related term
- ❖ More exposure and brand visibility as targeted traffic is directed to your site
- ❖ You can run multiple ad campaigns for each keyword
- ❖ It results in higher click-through rates (CTR), more conversions, and increased sales revenue
- ❖ Provides instant traffic
- ❖ If PPC is working as it should, the return on ad spend (ROAS) should be high, as a visit to your site is worth more than what you pay for it. However, it's not as simple as just paying for the clicks and gaining traffic, a lot goes into putting together a strong PPC campaign. It consists of choosing the right keywords, arranging those keywords into well-organised campaigns and ad groups, and setting up PPC landing pages that are optimised for conversions.
- ❖ It's important to learn the best ways to conduct a PPC campaign, as the more relevant, well-targeted PPC campaigns will be rewarded by search engines with lower-costing ad clicks. Google will reduce your cost per click if your ads are satisfying and useful to users, ultimately, earning you a higher profit.

Difference between PPC and SEM:

- ❖ When we talk about campaign management, we typically refer to paid search marketing (PSM) and not SEO, as the concepts of campaign management and bidding apply only to PSM.
- ❖ For the same reason, we would first cover the concepts of PSM in this and next two sections and concepts of SEO would be discussed in the last section of this part of the chapter. Although we have clarified the difference between PSM and SEM (with PSM being a subset), we generally refer to PSM as SEM, since that is the most commonly applied terminology used for search PPC campaigns are shown in fig 2.12.
- ❖ Thus, SEM and SEO are the two acronyms we would use going forward for paid search and optimization for search.

**Fig 2.12 PPC AND SEM****Uses of PPC:**

- ❖ PPC advertising is ideal for small businesses as you get to decide how much you're willing to spend on each keyword, so you can manage how much you will be spending when your ads are displayed. In essence, this ensures that the money you spend on ads isn't wasted, as you're more likely to attract more people who are interested in your product.

Google Ads:

- ❖ Google Ads is the most commonly used PPC advertising network. The platform enables you to create campaigns that will appear on all Google services. Choosing the right ad format and keywords is important, as Google Ads ranks potential advertisers based on their ad quality, relevancy and size, as well as the price of the bid.
- ❖ Since Google is the most used search engine, using Google Ads will get you the most impressions, so take into consideration the following factors when creating your PPC campaign through Google Ads:
 - ❖ Ensure your keywords are relevant, popular, and likely to be searched
 - ❖ Have a high-quality landing page that looks appealing and has a clear message
 - ❖ Better quality scores get more ad clicks at lower costs
- ❖ In summary, PPC advertising is a great marketing option for your business. It's a simple yet effective digital marketing technique to promote your products, drive traffic to your website, and ultimately, increase your sales.

Google Shopping:

- ❖ Google Shopping is another excellent example of a PPC channel. It runs through Google Ads and can be used by retailers to get their products in front of interested shoppers. Since Google is the most used search engine, having your products shown as part of the search engine results page (SERP) can hugely increase visibility, impressions, and help drive traffic to your website.
- ❖ On Google Shopping, advertisers place bids to secure the best possible spot on the Shopping carousel, with the first spot being the most highly sought-after. The reason is that 65% of shoppers click the first ad on the Google Shopping carousel regardless of price, perhaps due to beliefs it's from the highest quality retailer or sold at the best price available.
- ❖ Google Shopping management can be a complex beast to tame. From different automation options to manual management or third-party agencies, retailers have different methods of making the channel profitable.

Benefits of PPC advertising

There are a lot of reasons to use PPC search marketing. Here are just a few:

- ❖ **Generate traffic** while you're waiting for your SEO to kick in: it can take months to get your site to the top half of the first page of organic search results through SEO. PPC ads can get your site in front of your audience almost immediately.
- ❖ **Highly targeted ads means a better chance of conversion:** you're not broadcasting your message to the masses as you would be with a display ad or banner ad – your search marketing ad will only appear in front of users who have prequalified themselves by typing your chosen keywords into the search engine in the geographical regions you have selected.
 - It can be an incredibly effective way to advertise. You only pay for your ad when a prequalified user clicks on it and is taken to your site. If they don't click, you don't pay.
 - Providing your keywords 130 Understanding Digital Marketing are highly targeted and your landing pages convert well, it can generate a very healthy ROI. Some of the specific benefits of PPC advertising are:
- ❖ **Full financial control:** there is no minimum spend, you can set maximum monthly

budgets on an account-wide basis or on individual campaigns, and you specify the maximum amount per click that you are prepared to pay for each ad.

- ❖ **Full editorial control:** you are in complete control of every aspect of your campaign from the title and ad copy, to the keywords and keyword matching option to apply, to the URL of the page you want users sent to.
- ❖ **Testing, tracking and tweaking on the fly:** there are tools that allow you to run real-time comparison tests to see how differences in your ads affect your click-through rate, and a host of reporting options that let you track your campaign and tweak it to achieve better results.
- ❖ **Improve your reach:** target different keywords to those you rank for in the organic search, and broaden your reach for those more specific long-tail keywords that yield small volumes high-value traffic.
- ❖ **Transcend the boundaries of the SERPS:** for even broader reach you get to select whether you want your ads to appear only on the search engine's own sites, on their advertising affiliate sites, or even on specific affiliate sites of your choosing.

10.Explain in Detail about Display advertising.

- ❖ Display advertising is the process of promoting a product using an online paid ad placed on relevant social media accounts and third-party platforms. These ads include text, images, or videos and encourage site visitors to go to a landing page and take a certain desired action or buy a product.

Display advertising work

- ❖ Display advertising is a great marketing technique since it benefits both website owners and advertisers. Host websites can monetize their traffic by selling some space using Google AdSense while advertisers buy it with Google Ads.
- ❖ Ads are served by the Google Display Network. It allows advertisers to find the right target audience and show their promotions in the right place at the right time. With this network, you can find new prospects based on similar audiences and reveal the most promising audiences to blow up your conversions with automated targeting. It works based on a landing page and your existing audiences. Alternatively, you can

start with remarketing. Tracking users' cookies when they leave items in their shopping cart without buying enables marketers to sell more.

- ❖ Google uses two pricing models: CPC (cost per click) and CPM (cost per thousand views). It means that every time a user clicks through your ad, you're charged a specific amount of money based on your bidding strategy.
- ❖ Advertisers monitor cookies and collect data from several external websites to keep track of users' activities. This data aggregation enables them to do behavioral targeting. Google also makes it possible to create contextually targeted and geographical ads.
- ❖ Contextual ads are only placed on sites relevant to your commercial message. For example, if you sell sports shoes, your ads can be promoted on sports store sites and sport-themed blogs.
- ❖ Demographic and geographical targeting allows you to reach specific audience segments that might be interested in your products, and that is an excellent choice if you provide seasonal offers.
- ❖ Now that you know more about the display advertising algorithm, it's time to review its advantages and disadvantages for your business.
- ❖ Advantages and Disadvantages of Display Advertising
- ❖ Before creating your first display ad campaign, you should be aware of its pros and cons. Besides, you will need to figure out if this type of ad is the best choice to reach your marketing goal, so let's uncover the opportunities it provides.
- ❖ The biggest perk of display advertising is its wide outreach that allows businesses to find prospects worldwide.

Advantages:

- ❖ **Helps build brand awareness.** Unlike search advertising, display ads don't reach audiences with purchase intent. However, they allow businesses to make people remember their brands even if these users have never needed their products before. This way, they manage to evoke initial interest and let people recall it once they have a need for it. As a result, this particular brand is associated with a certain product they promote using display advertising.

- ❖ **Provides targeting opportunities.** With display ads, you can narrow down your audience to the most high-performing prospects. This is possible due to various targeting opportunities available. You can reach people based on their demographics, geographical position, language, general interests, behavior, and previous interactions. The last one means you can win back leads who liked your products and added them to their carts but didn't make purchases eventually.
- ❖ **Enables to track results.** After launching your display ad campaign, you can monitor your number of clicks, determine when a prospect converted into a client, identify on which platform conversion took place, and reveal the most effective advertisements. This is a great chance to improve your future campaigns and invest in more successful strategies.

Disadvantages:

- ❖ **Low conversion rates.** Compared to search advertising, display ads show lower conversion rates. This should not come as a surprise — search ads are designed for leads with purchase intent, while display ads allow businesses to create more interest in a product. So, if you aim at increasing your sales, display ads may not be the best choice.
- ❖ **Lack of reputation management.** Since you don't have that much influence on the choice of platforms for your ads, they can sometimes be unrelated to your business, which also means you'll be charged either way. Besides, such irrelevant ads may irritate site visitors. If your brand is famous and authoritative, displaying ads on immaterial sites may damage your reputation.
- ❖ **Banner blindness.** It has become a common phenomenon for many internet users in the last few years. Banner blindness helps us deal with information overload and ad fatigue. People subconsciously ignore advertisements, especially when they are designed as separate blocks that strike the eye. To make your display ads stand out, make use of rich media that attract users' attention better.
- ❖ **Ad blockers.** More and more people are using ad blocking technologies every day due to ad fatigue. However, some brands try to cushion this negative impact by asking their site visitors to allow ads or buy subscriptions are shown in fig 2.13.

Types of Ads:



Fig 2.13 Display Advertising

1. Banner ads

- ❖ Banner ads are one of the most common types of display ads that you can find across a variety of online platforms, including business and news websites, blogs, social media channels and online forums. Banner ads often come in traditional shapes and sizes, where marketers can apply banners in landscape, skyscraper and square sizes. Traditionally, banner ads display a combination of text and images to gain audiences' attention.

2. Native ads

- ❖ Online marketing also applies native ads, especially within content marketing strategies. Native display ads fit into the content of the web page, website or email naturally.
- ❖ Marketing and advertising professionals assimilate native display ads into content in such a way that audiences relate the ads to the content or brand itself. Links that lead to other pages of a website, recommended content, sponsored search results and promoted social media posts are several examples of native display ads.

3. Animations

- ❖ Display ads that feature animations can use components of video, audio and text to gain readers' attention and are effective for promoting brand messages, products and services.
- ❖ These elements also give you the ability to use animated display ads as long-form advertisements that explore complex or deep explanations about a specific product,

service, process or challenge.

- ❖ Additionally, animated ads can be shareable, giving audiences more motivation to spread a branded message or offer.
- ❖ Animated display ads can also result in higher audience engagement, which can help solidify a brand's connection to its target market.

4. Interactive content

- ❖ Display ads with interactive features combine multiple elements to engage with online audiences. Text headlines, images, graphics and other embedded features within interactive display ads allow audiences to engage with the advertisement.
- ❖ On websites, interactive display ads can be beneficial for showing online customers the internal features of a specific product where audiences can hover over certain parts of the ad to view content, click on elements and otherwise interact with the display ad.
- ❖ These types of ads can be advantageous for brands and businesses that want to educate audiences or bring additional insight to users of specific products or services.

5. Video content

- ❖ Display ads with video content often engage audiences by communicating a specific message, asking a thought-provoking question or introducing a product or service.
- ❖ Video display ads combine video, audio and sometimes text to showcase an offering and motivate audiences to take action or make a decision.
- ❖ The biggest benefit of video display ads is the ability to explore topics in more depth than with traditional or even native display ads.
- ❖ Similarly, you can apply live-action videography or animation with video ads, making these types of display ads effective for many marketing applications.

6. Infographics

- ❖ Infographics represent a type of display ad that features graphics and text to educate audiences about a specific topic, idea or offering.
- ❖ For instance, a pharmaceutical company's advertising strategies might include infographics to engage with, educate and build rapport with its customer markets.

- ❖ Integrating infographics into an online advertising strategy can be useful for business websites that focus on educating and providing information on products or services.

7. Expanding ads

- ❖ Expanding ads are display ads that users can expand beyond the initial size that the ad displays on a website.
- ❖ Some expandable display ads open up when users hover over different elements of the display, and other expanding ads may open up after a certain triggering action on the part of the user.
- ❖ Marketers often configure expanding ads to initiate based on user action and intent. For instance, on a business website, an expandable ad starts in an invitation phase where users see the ad as a small display within the content page. As users interact with the page content, the display ad expands to take up more space on the page, gaining audiences' attention for a variety of purposes.

8. Lightbox display ads

- ❖ Lightbox display ads are a special display ad Google developed some time ago. These display ads are similar to expandable display ads where users on a website must interact with the ad for it to initiate into full-screen content.
- ❖ Unlike traditional expanding ads, though, Lightbox ads can include a combination of video, audio, text, animations and other elements that boost engagement with online audiences.
- ❖ Another key feature of Lightbox display ads is that they only function when users hover over them for several seconds or more. This key feature helps reduce the chances of audiences unintentionally triggering the ad when visiting websites and interacting with online content.

9. Pop-up displays

- ❖ Pop-up display ads use a pop-up content feature most commonly on websites to encourage users to learn about offerings, sign up for services or purchase products from a business or brand.
- ❖ Pop-ups usually appear on a website as a small, square box that motivates users to take a specific action.

- ❖ For example, a brand that provides online services to its customers may use pop-ups on its website to engage with and encourage potential customers to learn more about its offerings with an email subscription.
- ❖ In this case, the brand makes a pop-up ad appear when users spend several seconds on its website, encouraging audiences to sign up for its email newsletters.

10. Interstitial display ads

- ❖ Interstitial display ads are becoming more common within mobile device applications, including in games, social media apps and other online mobile applications.
- ❖ Interstitial ads appear during key transitions of an application as users engage with the app.
- ❖ In mobile game applications, interstitial ads often appear between different scenes or game levels as users move from one element of the app to another. If your digital marketing strategies include mobile integration, applying interstitial display ads within a mobile app can help the organization you work for expand its market reach.



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DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE**III YEAR / VI SEM****CCW332 – DIGITAL MARKETING****UNIT 3 – INTRODUCTION TO ONLINE MARKET**

E- Mail Marketing - Types of E- Mail Marketing - Email Automation - Lead Generation - Integrating Email with Social Media and Mobile- Measuring and maximizing email campaign effectiveness. Mobile Marketing- Mobile Inventory/channels- Location based; Context based; Coupons and offers, Mobile Apps, Mobile Commerce, SMS Campaigns- Profiling and targeting

PART A**1. What is the definition of email marketing?**

- Email marketing is a type of marketing that involves sending electronic mail to potential clients in order to establish a relationship.
- It's a type of direct marketing that uses emails to advertise a product or service, with the goal of keeping customers who might be interested in your company well informed.

2. What role does email marketing play in today's social media world?

- Customization: Expecting to send customized messages via social media sites is beyond the scope of possibility, however, you may do so via email. It adds a special touch that increases the chances of change.
- Target Audience: You can reach out to the correct audience via mailing because you may segment them by age, income, interests, and so on.
- Reporting and Analytics: You may examine and detail the open rate, bounce rate, conversions, and click-through rates that the email provides.
- Opt-in email: This is the email that is sent to the receiver once he or she has given his or her permission. The response or change rate is higher here, indicating that you care about the recipient's privacy.

3. Describe some of the methods you use to keep your email databases in good shape.

- To eliminate incorrect email addresses, email verification is required.
- Cleaning the list to get rid of spam records and dummy data.
- Inactive/unengaged users are archived from the user base, for example, those who haven't opened an email in 6 months (adjust depending on how often you send emails).

4. What do spam complaints (abuse rate) entail, and how would you deal with them?

- A recipient has stated that your email is unwelcome in their mailbox by filing a spam complaint. This could be due to the fact that they are unfamiliar with the sender, that they have never agreed to receive emails from the sender, or that the email content is unpleasant or bothersome.
- Each spam complaint should be handled seriously, as it may have an influence on your email deliverability in the future.
- The first thing to look for is which email triggered the complaint, then see if your list segmentation went wrong.

5. What are the most crucial features of an email design?

- There are lot of crucial features of an email design.
- Subject line,
- Pre-header (preview text)
- Call to action button, above the “fold”
- Email layout
- Responsive design
- Personalization/dynamic content
- Compliance information in the footer, including physical mailing address, link to one-click unsubscribe/email preference centre.

6. What method would you use to figure out the best number of emails to send?

This is a test of how you calculate frequency and recency:

- Too many times (in a short period of time) equals frequency.
- Recency = too lately (in a certain time range).
- Consider a group of unsubscribed prospects and consider whether they opted out because they received too many emails.

- Subscribers who are at risk of “marketing fatigue” should be suppressed.

7. What threats and possibilities do you see in email marketing?

- Potential future prospects include:
- Email marketing is a low-cost, high-impact channel.
- Designs will be more engaging if they are sent as an interactive email.
- Those who take the lead with permission-based marketing will triumph.
- Multi-touch attribution, predictive reporting, and increasingly granular reporting.
- Possible future difficulties include.

8. Why did you choose email marketing as your niche?

- It Could be another way this question is asked. Talk about your career path, the first time you encountered email marketing, and how it made you feel.
- Tell the interviewer about what “hooked” you; it could be the results of an email campaign, email design, or that you were thrown into organizing an email campaign.

9. When is the most efficient time to send emails?

- Early mornings and weekends are the most common responses to such difficult Email Marketing Interview Questions.
- It's worth noting that such days and times are also responsible for the majority of unsubscribes and bounces. To be on the safe side, go on a Wednesday afternoon.
- Alternatively, experiment with multiple days and hours to determine the optimal time for your target audience, as each individual, email list, and recipient is unique.

10. What's the difference between a hard bounce and a soft bounce?

- When an email cannot be delivered to the address to which it was intended, it is referred to as an email bounce. A hard bounce is an email message that has had a permanent delivery failure.
- It could be due to an inaccurate or invalid email address, an outdated domain, or something else. A soft bounce is an email that has experienced a temporary delivery problem.

- This could be due to a momentary issue with the recipient's server, such as a full mailbox or incorrectly inputted information email address, etc.

11. How do you calculate the email deliverability rate?

- Metrics are a big part of email marketing jobs. As a result, you must be mindful of deliverability as a candidate. It is one of the most often requested interview questions.
- The number of emails sent to target clients without failure is known as the email deliverability rate. You can also use the method to compute this: Total emails delivered/ total emails sent.

12. What are the top five points to keep in mind while creating an email checklist?

List are listed below

- The purpose of the Email
- Expected Response.
- Documents supporting your email should be attached.
- Precise subject line with the complete message.
- Run a spam check and customize the content accordingly.

13. Explain the concept of email marketing segmentation.

Segmentation is the process where you slice your user base into segments to send emails your customers want to see. There are many, many ways to slice your customer base, ranging from something as basic as RFM:

- Regency (when did a customer last buy from you)
- Frequency (how often does a customer buy from you)
- Monetary Value (how much do they spend) too much more complex statistical models that try and factor in a whole range of historical data and future estimates.

14. What are the Benefits and Drawbacks of Using Email Marketing?

The following are some of the benefits of email marketing:

- There is a large audience.
- Internet users check their emails frequently.

- If email marketing is done correctly, the return on investment can be enormous.
- It is the most well-known and widely used internet service, therefore most people are familiar with it.

Email marketing has a number of drawbacks:

- Filtering results in a high number of emails being marked as undeliverable.
- Email spamming could result in legal action against online marketers.
- It must be meticulously planned because even little elements can cause an email to be filtered out or not delivered.

15. What are the advantages of landing pages?

- Although email marketing is a valuable commodity in and of itself, landing pages can put you in a better position. These are the pages that you create on your website that clients may access through your email.
- Landing pages are a more detailed version of your email campaign with extra data, photos, and perhaps a purchase option to entice recipients to buy what you're selling.

16. Why do email marketers use landing pages?

A landing page is a full-fledged page with numerous links. It carries out the tasks listed below.

- It will offer more information than your email copy.
- It will highlight your goods.
- It will provide your recipients with a list of suggestions.
- It will bring the intended recipients to your website.

17. Email Marketing's Disadvantages.

- Filtering causes a large percentage of emails to go unanswered.
- Spamming can result in legal action as well as inconvenience for the recipients.
- It must be meticulously planned because even a minor issue can cause an email to be misdirected or filtered out.

18. In email marketing, what is the ideal method for email subject lines?

- The subject line of an email is critical for every business since it determines whether or not the customer finds the email engaging. 50-70 characters of text with specific.
- Short, persuasive writing can pique clients' interest in investing in your company. To prevent mail from ending up in the client's spam folder, avoid grammatical errors and make sure the mailing list isn't too long.

19. Make a list of the laws that apply to email marketing.

- Sending emails just to those with whom you've previously interacted is the best technique for attracting new clients. To keep your reputation intact, avoid sending emails to unknown people or contacts who appear as a result of lead generation.
- In email marketing, there are rules that state that sending emails to anonymous people is neither appropriate nor advised.

20. How do you write a powerful email?

- Even if the email is at the top of the list, sending unrelated mail can divert customers' attention. Recognize clients' interests, create a correspondence with a suitable subject line, and include the body in a timely and professional manner.
- Make the content more legible and sensible to attract the customer's attention as soon as the email arrives in their inbox.

21. What role does automation play in email marketing?

- Scheduling is a feature of automation that sends mail to a list at a predetermined time and date.
- Tracking is another remarkable automation tool that displays email statistics such as how many people opened the email, how many people sent it to spam, how many people unsubscribed from the mailing list, and how many emails bounced.

22. Explain Mobile Marketing.

- Mobile Marketing is new channel of marketing that uses clever phones, tablets, or different mobile gadgets to attain the customers. The medium could be SMS, MMS, movies, email, social media or mobile utility.

23. What are the Advantages of Mobile Marketing?

- Mobile advertising and marketing have a variety of blessings that is why the marketers pick out this channel of marketing. Some of them are as follows:
- Less high-priced - Creating and broadcasting the SMS is less difficult, easier and faster than pc and laptop.

Easy Adaptability - Simple content makes it smooth to adapt to numerous display length.

24. What are the Limitations of Mobile Marketing?

- Limited Ads - While sending a message on phone you can't ship all sorts of ads. You should limit your content, pictures, and films at the same time as sending a message on cell. This limits the communique.
- Navigation - Using a cell phone makes it hard to navigate from one hyperlink to any other which can be completed on Laptop and desktop effortlessly.
- Privacy - Most of the mobile users use their phone for personal messaging and lots of them are subscribed to Do Not Disturb carrier that bars you from sending business messages.
- Different systems - These days, cellular telephones are available in distinct screen sizes making it tough to create a campaign that may in shape on they all.

25. What is the Difference Between Mobile Responsive and Mobile Friendly?

- When human beings communicate about “cellular,” they will ask you if your website and emails are “cellular pleasant” or “cellular responsive.”
- This is essentially a technology question that addresses how distinctive systems and gadgets display content material.
- You also can acquire a cell-friendly electronic mail without disturbing approximately the generation at the back of it.
- Mobile pleasant can be as easy as selecting a unmarried-column template, writing concise challenge lines, or growing quick, to-the-factor content material.

26. How Do I Create Simple and Effective Messages for Mobile Devices?

- If you want your target market to open and interact with your emails, you need to create messages that are quick and smooth to read.
- Don’t use an excessive amount of text because cellular customers don’t want to scroll via a long web page of content.

- Try the use of a picture or a video to tell the tale rather than a protracted article. Also, avoid small fonts. The most useful length is 22 factors for headlines and sixteen factor body text.

27. How Would You Plan Your Mobile Marketing Strategy for a New Product Launch?

- Know your audience - Know how the target audience makes use of their cellular to understand your emblem. Each one uses their mobile smartphone for a unique purpose.
- Know your commercial enterprise objective - Knowing your enterprise objective may be very critical. It will assist you create a fascinating app in your users. Your cell approach has to fulfill the enterprise goal and feature a wider target audience.
- Know the high-quality cellular marketing channel - Know which channel of cellular advertising and marketing is the exceptional for your audience.

28. What are the Most Important Things to Know Before You Start Developing Your Mobile App?

- There are two very essential things which you want to understand earlier than you jump into growing your app.
- Why are you building this app? - The Purpose.
Who will be using it? - The User.
Without having these two matters proper, the possibilities of failure increase.
- Search Engine Optimization (search engine marketing) Tutorial Search Engine Optimization (search engine marketing)

29. Explain Push Notification.

- As the call indicates, push notification is a message for a person to use the cell app which he/she isn't always currently the usage of. Its objectives to push the consumer's attention which can boom the traffic to the mobile app.

30. Explain optinandopt Out.

- Opt-in is a permission given with the aid of the mobile app consumer to be part of the marketing campaign and decide-out is the selection to be out of the campaign.
- The range of human beings the use of cell telephones to get right of entry to Facebook is growing. Promoting yourself on Facebook sends site visitors to the internet site which results in a better ROI. While advertising for cellular

phones thru Facebook you must use appealing photos, cell-friendly landing pages, and brief video to get the attention of the users.

31. We Don't Want to Spend on Advertising. What's The Best Way to Get Our App Found?

- For groups going for walks on tight advertising finances, app stores are the main channels to get located.
- Build an excellent ranking in your app in its app shop.
Try to optimize the listing to your app through following satisfactory practices for app save optimization.

32. What are the Different Ways to Make Money from My Mobile App?

- Pay to apply - Ask users to pay to use your app. However, this would reduce the range of downloads.
- Pay to Upgrade - Basic app is loose however for additional functions the user has to pay.
- Advertising - Run commercials on your app.
- Sell - The clients can buy.

33. What is Geo-concentrated on?

- Geo-focused on is a manner of focused on its customers based on their vicinity. You can send app messages primarily based on their applicable united states, state or street.

34. What is Email Automation?

Nov 2024

- Email Automation is the use of predefined rules to trigger email messages and personalize your messages based on specific actions customers take—or don't take, using email or marketing automation software.

35. What are the components of SEM?

Nov 2024

Keyword Search – This involves identifying the relevant keywords and phrases that users might use when searching for products, services, or information related to your business. Keyword search helps in optimizing your SEM campaigns and targeting the right audience.

Ad Creation – Creating compelling and relevant ads is crucial for SEM success. Ads typically consist of headlines, descriptions, and display URLs.

Ad Auction – When a user performs a search using specific keywords, an ad auction takes place to determine which ads will be displayed. Factors like

bid amount, ad quality, and relevance are considered in the auction process. Advertisers bid on keywords and compete for ad placement.

PART B

1. Explain about Email Marketing Introduction and Significance.

- Email marketing is a powerful, a form of direct marketing as well as digital marketing that uses email to promote your business's products or services.
- It can help make your customers aware of your latest items or offers by integrating it into your marketing automation efforts.

- It can also play a pivotal role in your marketing strategy with lead generation, brand awareness, building relationships or keeping customers engaged between purchases through different types of marketing emails.
- Email marketing is the act of sending a commercial message, typically to a group of people, using email. In its broadest sense, every email sent to a potential or current customer could be considered email marketing.
- It involves using email to send advertisements, request business, or solicit sales or donations.
- Email marketing strategies commonly seek to achieve one or more of three primary objectives, to build loyalty, trust, or brand awareness.
- The term usually refers to sending email messages with the purpose of enhancing a merchant's relationship with current or previous customers, encouraging customer loyalty and repeat business, acquiring new customers or convincing current customers to purchase something immediately, and sharing third-party ads.

Significance:

Email marketing delivers your message.

- If marketers have to choose between adding a subscriber to their email list, or gaining a new Face book fan, they should go for the email subscriber every time
- *There are two key reasons:*
- First, 90% of email gets delivered to the intended recipient's inbox, whereas only 2% of your Facebook fans see your posts in their News Feed. This is because Facebook limits the number of times your posts appear in the News Feed in an attempt to drive brands towards their paid advertising options.

Email marketing drives conversions.

- Most marketers are laser focused on driving conversions. Regardless of whether they do so in the form of leads, sales, memberships, or a metric unique to your business strategy, the ultimate goal for marketers is to turn potential customers into paying customers.
- And when it comes to conversions, there isn't a more powerful channel than email. In fact, the average click-through rate of an email campaign is around 3% (of total recipients), whereas the average click-

through rate from a tweet is around 0.5%.

- This means you are 6x more likely to get someone to click through to your website via email than you are from Twitter. As discussed earlier, your email subscribers have told you they want to hear from you and this isn't typically the case with social.

Email marketing has larger reach.

- With Facebook boasting over 1 billion active users and Twitter boasting 255 million, it's tempting to believe that social media is the most effective way to reach the masses. These are impressive numbers, but what isn't so frequently shared are the statistics on mail usage.

Email marketing has a higher ROI.

- Given email's unmatched ability to drive conversions, it makes sense that email is also the most effective marketing channel to drive ROI for your company. In fact, email marketing yields an average 3,800% return on investment for businesses and for every \$1 spent on mail marketing, the average return on investment is \$38.

Advantages

- Marketing is significantly cheaper and faster than traditional mail, mainly because with email, most of the cost falls on the recipient. Businesses and organizations who send a high volume of emails can use an ESP(email service provider) to gather information about the behavior of the recipients.
- The insights provided by consumer response to email marketing help businesses and organizations understand and make use of consumer behavior. Almost half of American Internet users check or send email on a typical day, with emails delivered between 1 am and 5 am local time outperforming those sent at other times in open and click rates.

Disadvantages

- ✓ As of mid-2016 email deliverability is still an issue for legitimate marketers. According to the report, legitimate email servers saved a delivery rate of 73% in the U.S., six percent were
- ✓ filtered as spam, and 22% were missing. This lags behind other countries: Australia delivers at 90%, Canada at 89%, Britain at 88%, France at 84%, Germany at 80% and Brazil at 79%.
- ✓ Additionally, consumers receive on average about 90 emails per day.

- ✓ Companies considering the use of an email marketing program must make sure that their program does not violate spam laws such as the United States' Controlling the Assault of Non-Solicited

2. Discuss about various Types of Email.

1. Promotional Email:

- Promotional email is to promote a product or service, usually to entice customers to make a purchase. Every Business almost would enjoy this benefit. Promotional emails are short and sweet. You might want to create a special graphic to complement your email copy; otherwise, it's not a time-consuming process.

Tips for creating a Promotional Email:

Make the offer clear. Your customers may not take the time to read your email, but you have a clear offer that's front-and-center, they won't be able to ignore it. In the promotional email below, there's no question what the deal is.

Create a sense of urgency. Give customers a reason to act quickly, rather than let the email sit in their inbox. In the example above, the dates of the promotion are apparent. Use active language as well. To tie in with a seasonal promotion, this email from Banana Republic Factory injects a little personality into their CTA language, encouraging readers to "hop to a store."

Keep it short. Promotional emails don't require a lot of explanation. State the deal, then tell customers how to redeem it before it expires. No need for a lot of flowery words. Take a look at the example below. In less than 45 words, the retailer sums up the deal.

2. New inventory email

- Its Purpose is to let your customers know about new items. It falls under the promotional email umbrella. You're updating customers, but also hoping for a sale. Any business can tell customers about a new item in stock. Fashion and retail businesses may get the most bang for their buck. Time is spent taking a good picture of the new product, but these don't require a lot of text.

Tips for creating a new inventory email:

Send the email out as soon as the item arrives. As soon as you have the inventory in stock, create the email and hit send. This shows you're on top of new trends and want your customers to have the latest, greatest items available.

Take a killer picture. You don't have to get artsy, but you do need to show case

your new item. In fact, these types of emails are more about the photo than text. Take the email below, for example. It's all about the picture. With just a few words, Nike gets its point across.

Convey the point in your subject line. You know subject lines can determine whether or not your customer opens your email, and this email is no different. Be sure to tell your customers that you've got something new and fun for them to check out.

Newsletter email

- Newsletter email purpose is **to** inform customers about company news, improve brand awareness and build a relationship with your core audience. Almost business would benefit with this type of email. It takes a bit of time to create a solid newsletter, but it's a valuable marketing tool.

Tips for creating a newsletter mail:

Newsletter does not mean long format. Break the copy in your newsletter into short, digestible, and actionable sections of content, copy, images and calls to action.

Create an easy-on-the-eyes design. Think of your newsletter like a mini-newspaper. You want clear lines and divisions between your content. You want a simple layout with basic fonts. Don't go crazy with the color scheme

Include your contact information in the newsletter. You always want your contact information in an easy-to-find area on the newsletter. The purpose of your newsletter isn't necessarily to sell, but if your customers are inspired to reach out to you because of the newsletter, you want them to be able to find you. You could put social media contact buttons in the header or footer of your message; you could go the more traditional route, and include your phone number and email address; or you could do both.

Welcome email

- Its purpose is to welcome new email subscribers to the family and establish a . Creating the email doesn't take long, but you need to know when a new customer signs up.

Tips for creating a welcome email:

Write in a conversational tone. A welcome email is like a virtual handshake that accepts a new member into your group. It should be inviting and warm. Show the personal side of your business. Take a look at the email below. It specifically welcomes new subscribers into a community, and the tone is friendly and casual,

but still professional.

Consider offering a reward. In celebration of a new customer, you could offer ad is count or some sort of perk. You could offer 10 percent off the next purchase like Society 6 did in the example above, or offer another perk like free shipping.

Remind new users about the benefits. Thank your new customers for signing up and reinforce their decision to join. Tell readers what they'll get out of this new partnership. The email below does exactly that.

1. Product advice email

- The purpose of this mail is to offer your customers advice on how to get the most from your business or product. At the same time, to establish your authority in the industry. This kind of email has more information, so your time will go toward writing and proof reading.

Tips for creating a product advice email:

Create valuable content - The key to this kind of email is to offer tips that your customers want to read. Help solve problems they may have or obstacles they may need to overcome. Or, offer tips to help your customers use and maintain your product or service. If you sell cameras, send an email that teaches customers how to use certain features. Whatever your business is, create an email that gives your customers a helping hand.

Proof read - No matter what email you send, you should proofread it several times. Read it from the bottom up so your brain isn't reading words that aren't there. Then, have someone else read it. Take it through an error-check process before sending. Nothing cuts your credibility like misspellings and grammatical errors.

Focus on customer service - Emails that offer product tips should also showcase your commitment to customer service. Emails like this tell customers, "We're here for you." Follow through with that message by adding contact information to the email. The email below, for example, offers tips to wear a certain piece of clothing, but you'll also notice there is a "contact us" option in the top right corner.

2. Educational email

- Educational Email provide customers with industry knowledge that's connected to your business or product. It helps build relationships and trust between your business and your customers. It takes time to brainstorm ideas and to create a sharp email.

Tips for creating an educational email:

Offer relevant content - When you send an educational email, you're trying to build a relationship with your customers. The best way to do that is to teach them something. However, you want to teach them something that has a connection to your business. For instance, Monster.com, the job search site, sends its customers information about life in the workplace. An example is below.

Consider offering bite-sized information - Take a cue from the Monster.com email above and write bite-sized pieces of information in the article; let your customers decide if they want to read more. The “Read more” link takes your customer to your blog for the full article. It’s a great way to engage with customers via email and boost blog traffic.

Add a mini-promotion - You can add a promotional element to this kind of email, but it should not be the main attraction. For example, Lumosity, the brain game site, offers an educational article as the main feature, but notice a promotion on the right side for a family membership. It’s subtle and simple.

3. Reorder email

- Reorder Email is To remind customers that it’s time to reorder a certain product. Any business that sells products or services needed on a regular basis would benefit. Examples include products like printer cartridges, contacts, pet medications and vitamins. Basic text and images are needed.

Tips for creating are order email:

Clear call to action-The purpose of are order email is to encourage your customers to replenish your product or perhaps renew a subscription for a service. You want to make the buying process as simple as possible. To do so, create a simple, easy-to-find button that says, “Reorder now.” For instance, in the example below, customers can reorder pet medication from Pet Wellbeing.

Remind customers of the value - In the email, tell your customers why reordering is a good idea. Maybe it’s to keep vital pet medications on hand, or to avoid the hassle of running out of toner at the office. You could also offer a discount to those who reorder within a certain timeframe.

Mention past purchases - If you want, you can mention in the email what your customer purchased in the past, so they can reorder the same thing. The pet supply store below does this for its customers. It’s a nice addition to the email, but you can send it without this information.

4. Testimonial Email:

- Its Purpose is to reinforce how valuable your business or product is through customer feedback. Every business **would** benefit with this mail and It takes a bit of time to collect testimonials. You may need to be persistent to get customers to give them to you.

Tips for creating a testimonial email:

Create a sleek design- Email design elements are important with testimonial emails. You want something that's eye-catching and easy to read. Take a look at the example below. This retailer put together four quotes from happy customers and highlighted the product, too. It is a win-win. Both the accolades and the products are showcased well in this simple design.

Include an image - If you sell tangible items like clothing, using pictures of shirts and dresses makes sense. But that doesn't work for every business. Take a medical clinic, for example, or a sanitation company. What image do you use in these cases? If you need a powerful image, ask the customer who gave the testimonial for a picture. Take a look at the example below. The customer's picture is what makes the email work.

Offer more information- A testimonial is great, but you should offer your customers a next step. For example, in the email above, customers can read more testimonials by clicking on the text. You could offer a link for others to leave feedback, or a link to other uplifting company news.

5. Survey email

- Survey Email is to collect helpful information you can use to improve the customer experience. Any business looking to better itself can use this email. We have to spend time creating the survey and writing an email with a link to the survey.

Tips to create a survey email:

Explain what is in it for them - If you want a customer to take the time to fill out a survey, you need to give them a reason. In the example below from CVS, participants are entered to win a cash prize.

Address the purpose of the survey- Besides an incentive to fill out the survey, you should tell your customers why you want the information. Whether you're trying to improve your business or conducting product research, let your customers know the purpose of the survey.

Make the survey easy to access - There should be an obvious, clickable link to the survey. Take a look at the example below. Notice the link to the survey is a clear, easy-to-spot button at the bottom of the email.

3. How Email automation is performed?

- Email marketing tools are tools that marketers use to create, send, test, optimize and report on their email campaigns.
- An email marketing tool could be a specific tool related to email marketing like an email subject line generator, or an inbox placement testing tool, or a suite of tools that enables a marketer to do all their email marketing end-to-end. (**Ref : Figure 3.1**)

1. Send loop

- One of the most important aspects of refining a drip campaign is targeting the right people. With **Send loop**, you can funnel contacts into very specific campaigns and track their movements on your site to further tailor your messaging in the future.



Figure 3.1 Email Automation

2. Active Campaign

- **Active Campaign** allows you to create drip emails that are driven by subscriber interaction, behavior, interests, location, history and more. With this tool, (**Ref: Figure 3.2**) you can automate the entire life cycle of a subscriber or customer.



Figure 3.2 Active Campaign

3. Bomb Bomb

- Text-only emails can be boring. Heck, even images are becoming boring in today's media-saturated internet landscape. If you want to effortlessly spice up your emails, then you should consider using **Bomb Bomb** to create video-powered drip emails.

4. Drip

- As the name suggests, **Drip** is an app designed for streamlining the drip email process. It's a surprisingly simple tool that packs quite the punch. The app features email gathering technology, pre-made templates, and drag and drop elements for simple creation.(Ref: **Figure 3.3**)



Figure 3.3 Drip

5. MailChimp

MailChimp allows you to send drip emails to follow up based on website activity, abandoned carts, activity or inactivity, and much more.(Ref:**Figure 3.4**) You can also use **MailChimp Groups+Optin Monster** to send drip emails based on what the subscriber opted in for, or even based on checkboxes that the user selects on your option form.



Figure 3.4 Mail Chimp

6. Gumroad:

Widely known as a place to sell digital products and services, **Gumroad** now has an email feature that lets you gather and store potential customers alongside existing customers. You can then segment based on numerous features and send updates about your products.

(Ref:Figure 3.5)

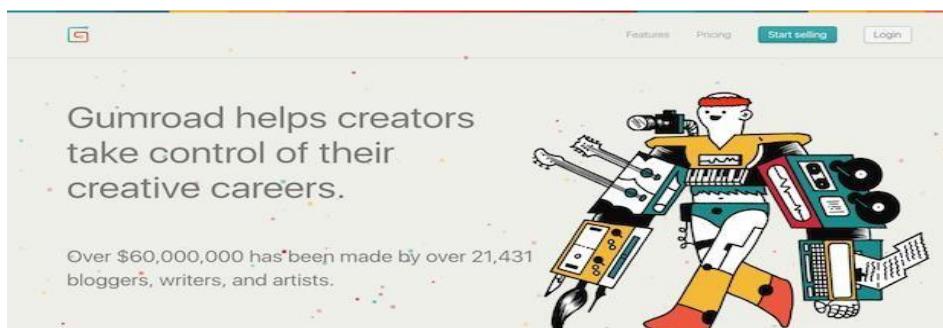


Figure 3.5 GumRoad

7. Knowtify

- As you know, email is a versatile tool. Rarely are two messages ever sent with the same goal in mind. **Knowtify** understands this, and gives you an easy way to launch drip campaigns based on transactional, digest, or behavioral emails.(Ref: Figure 3.6)



Figure 3.6 Knowtify

8. Infusionsoft

In addition to helping automate standard email drip campaign tasks, **Infusionsoft** serves as a general task manager. The “My Day” feature shows you which appointments you have for the day, as well as which contacts you need to follow up with. (**Ref: Figure 3.7**)



Figure 3.7 Infusionsoft

9. A Weber

- Did you recently add a bunch of new subscribers to your email list? Well, instead of bombarding them with a bunch of paste mails, you can use **AWeber's** Follow Up feature to get subscribers upto speed in a hurry.

10. Get Response

- If you're like most people, your email newsletters are sent at predetermined times. Shouldn't they be integrated into your calendar then? **Get Response's** auto responder tool uses drag and drop features to make calendar management a breeze. (**Ref: Figure 3.8**)



Figure 3.8GetResponse

11. ConvertKit

- Want some of the more advanced features of a CRM without the price tag? **ConvertKit** allows you to send targeted autoresponders to subscribers based on their interaction with your emails with Automation Rules. (Ref:Figure 3.9) They even have blueprints that you can use to quickly create **autoresponder sequences** for almost any situation.



Figure 3.9 ConvertKit

12. Emma

- Nobody likes a generalized email newsletter. That's why **Emma** is a great tool. This powerful tool works with Shopify, Sales force and **Optin Monster** to gather CRM and sales data and personalize emails based on the subscriber. (Ref: Figure 3.10)



Figure 3.10 Emma

13. Contactually

Prepared By: Mrs.G.Vasantha, AP/AIDS

- **Contactually** is one of the neatest tools on the list. It's a CRM platform that focuses on vetting contacts. It gathers contacts from your email inbox, website, and social media profiles, and then gathers as much information as it possibly can to guide your messaging.

14. HubSpot

- **HubSpot** is consistently ranked as one of the top marketing automation tools across a spectrum of tasks. One of its top uses involves streamlining email marketing through the use of automated work flows. (Ref: Figure 3.11)



Figure 3.11 Hubspot

15. Intercom

- If you are trying to teach your customers/users about your app, **Intercom** lets you send automated email conversations directly in the app. This gives them assistance where they are most likely to see it.

16. Hatchbuck

- Just like Gmail now uses stages to optimize messages, so does Hatchbuck.(Ref:Figure 3.12) You can create tags and assign them to specific contacts based on their interests and the stage of the funnel they're currently in.



Figure 3.12 Hatchbuck

17. GetNotify

- **GetNotify** is a free tool that notifies you the instant your email gets read by the recipient. You just send your emails like you normally would, but add “.getnotify.com” to the recipient’s email address.(Ref: **Figure 3.13**) Your Recipient will not see this, and they will not know that you are tracking their opens..(Ref: **Figure 3.14**)

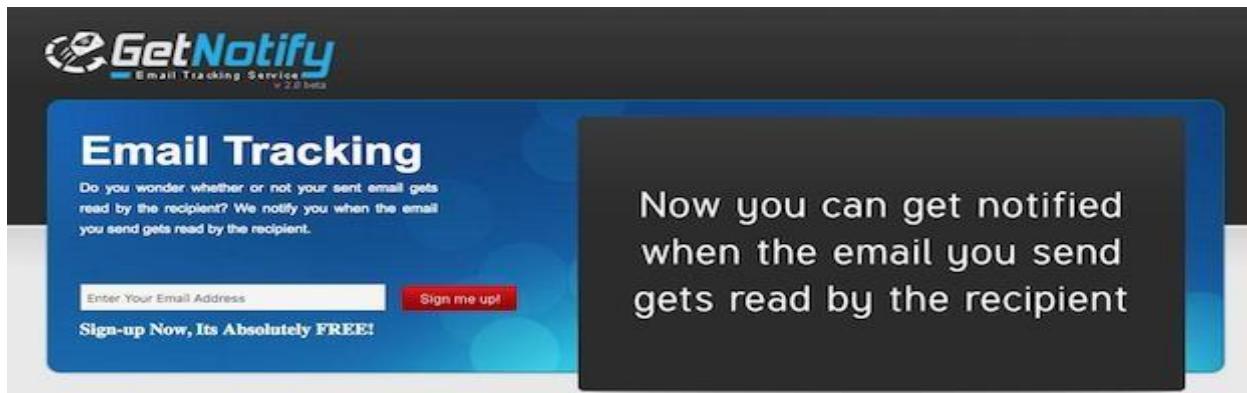


Figure 3.14 GetNotify

18. CampaignMonitor

- What good is an email marketing campaign(Ref: Figure 3.14) if you can't automate things like testing, tracking, and optimizing? With **Campaign Monitor**, you can. It features interactive analytics that are easy to review and act upon.

19. Litmus

- **Litmus** is one of the top tools for render testing emails on any device.
- You can test up to 40clients and devices with one single click, which cuts down on the time it takes for you to review each and every email combination(Ref: **Figure 3.15**)

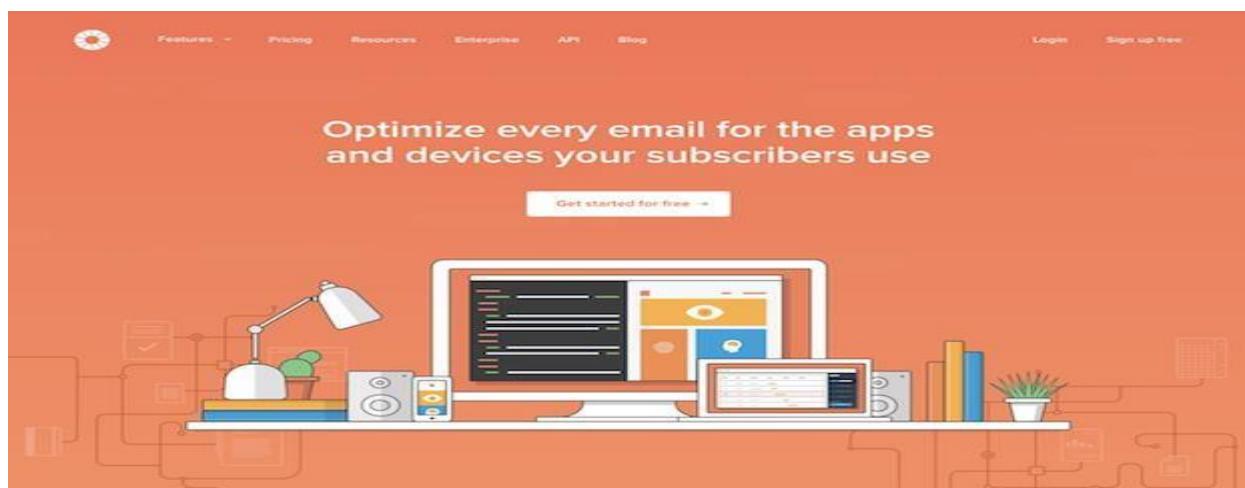


Figure 3.15 Litmus

20. ReachMail

- The **Reach Mail** testing feature lets users compare direct performance metrics on up to five individual email campaigns at once. It also accounts for things like subject lines, content, and images to show you which emails will perform best..(Ref: Figure 3.16)



Figure 3.16 ReachMail

4. Explain about lead generation in Email marketing.

- Now that you understand the importance of having a lead generation strategy for your business, let's take a look at the different ways you can attract new sales leads.
- Listed below are 10 email lead generation techniques that you can use to drive a steady stream of leads to your business.

1. Optimize efforts with lead scoring

- A big part of marketing is the ability to reach the right people with the right message at the right time. Lead scoring can help you do that by ensuring that you capture higher-quality prospects.
- Lead scoring is a way to help you sort and prioritize your leads. It's an effective technique for ensuring that you get qualified leads that are most likely to welcome your emails.
- One way to use lead scoring in your marketing is to use email automation to help you score leads.
- For instance, if a potential customer has already viewed a certain product on your website, it makes it more likely that you will be able to convert them with an email offering them a 25% discount on that product.
- If the visitor isn't already on your list, you can use this as an opportunity to get them to sign up by displaying an exit intent popup as they're leaving the product page.

2. Design clean and concise emails

- When it comes to lead generation, the design of your email is extremely important. It's important to have clean and concise emails, and they should not be overly long. A lot of excess in the design of the templates can distract from your message.

Here are a few best practices to follow when designing your emails:

- **Plain fonts:** Your emails shouldn't be flashy. They should be easy to read, so use plain fonts.
- **Simple Design:** Choose a clean, simple template design that makes your emails easy on the eyes. This will help you generate more leads.
- **Text Formatting:** Use well-spaced, concise wording, and highlight important information to make it as easy as possible for your subscribers to digest your email content.
- **Clear CTA:** Your call-to-action button must be easy to see and click on, particularly for readers on mobile devices.

3. Learn to grab attention with subject lines

- It's important to get creative with ways to inspire curiosity or urgency to click. Use elements like bold, italic font, to capture the attention of your audience and draw their gaze to the most important part of your email - the subject line.
- This tactic can make a massive difference to the success of your email campaign by increasing your email open rates, and ultimately your customer conversion rates.
- For instance, if you **started a sports blog** and had an email list of engaged contacts, you'll want to focus a lot on current sports news to connect with your audience. But, to go even a step further, you'll want to leave a hint of curiosity to engage the subscribers.
- As an example of a great subject line for a sports blog:
 - *What Lebron James Said in Last Night's Game is Shocking*
- This is almost certain to get opened, as people are curious what Lebron James said, and if the body of the email is good, people will surely want to view the story.

4. Always include a strong call-to-action (CTA)

- Every email should have one **clear and compelling CTA** that is easy for readers to act on. To incorporate a strong CTA in your emails, use creative language that will attract your readers' attention and encourage them to follow through.
- The most effective CTAs are those that incorporate an element of urgency, excitement or mystery. They are hard to ignore and spur readers into action, helping you to improve your conversions.

Listed below are a few ways to help you get more action from your CTAs:

- **Use action-oriented text:** Draw the reader in and compel them to take action by using text like "Get the Discount", "Reserve Your Spot", "Try for Free", and so on.
- **Keep it short:** As a rule of thumb, keep your CTA text to just two to three words. If necessary, you can use up to five or six, but no more than that.
- **Create urgency:** Use phrases like "Shop Now!" "3 Spots Left", "60% Off Today Only" to create a sense of urgency in your CTAs and generate higher click-through rates.

5. Utilize content upgrades and gated content

- Content upgrades and gated content allow you to leverage your most valuable content into an **email collection tool**.
- Gated content is content that is accessible only after your visitors have provided their contact information. You can use gated content as a content upgrade to entice your readers to subscribe to your email list in a non-invasive way.
- For instance, after visitors read a post on your blog, you can then suggest that they download a relevant article, ebook, report, etc. in exchange for their email. Not only will this help you **make more money blogging** in the long term, but it'll help you grow an email list in the short term.
- This type of content is great because it incentivizes lead generation. Content upgrades are particularly effective because they are contextual and relevant. The reader's interest is predetermined, which **makes it more likely that they will convert**.

6. Leverage social media channels

- Your social media channels can be a powerful tool in helping you grow your email list. You can add a CTA to your profiles and schedule daily posts to help you promote your free download so that you continue generating leads on autopilot.
- In addition to promoting your email list on social media, you should also promote your social accounts through your email list. This way, you will grow your social media audience and your email list at the same time. For best results on social

media, you can also try tools like Facebook marketing tools, **Twitter marketing tools**, etc.

Here are a few additional ways to leverage your social accounts to build your email list:

- Add content upgrades to your blog posts, and then promote them on Pinterest to grow your traffic and your audience. I personally recommend that you use Thrive Themes for this, as it's the tool I use. You can read my full **review of Thrive Themes here**.
- Add a sign-up button and opt-in form to your Facebook page to give people even more opportunities to sign up for your list.
- Use promoted pins and Facebook ads to grow your list at a faster rate.
- Add click-to-tweets to your content upgrades so subscribers can share your lead magnets with their networks, thereby expanding your reach.

7. Use email automation

- Email automation is about using email software to automatically **send bulk emails** to specific recipients at specific times.
- Automation allows you to set and forget your email marketing strategies so you can free up more of your time. Email automation also allows for automatic personalization, which helps you improve your email campaigns.
- You can use specific triggers to send the right emails to the right subscribers at the right time.

Potential triggers could be when customers do any of the following:

- Opt in to your email list
- Buy one of your products
- Register for a webinar
- Subscribe to a service
- Automation makes email one of the easiest and most effective tactics you can use for lead generation, (**Ref: Figure 3.17**)as evidenced by the graph below:

Tactical EFFECTIVENESS VERSUS DIFFICULTY for lead generation.



Figure 3.17 Email Automation Chart

8. Split test to increase open and click-through rates

- Split testing your emails is important for optimizing your copy and your strategy. There is always something that can be improved, and by testing the different versions of your emails, you will be able to find the best performing emails in order to improve your conversion rates.
- For each email that you want to test, first decide on what you need to test. This could be any of the elements, including the CTA, subject line, body text, images, or the layout of the email message.
- Once you've decided which elements to test first, you can then use the built-in AB testing tools in your email marketing software to begin running the test.

9. Provide valuable content

- Rather than sending out “fluff content” just to send an email, provide useful, targeted content that will keep your email list subscribers engaged.
- Always prioritize value over all else. To accomplish valuable content, all you have to do is find your audience’s major pain points and **create intent-based content around them**.
- For instance, if your audience’s biggest challenge is **building a profitable online business**, you might create high-quality content that answers the question of “How to build a successful site starting from scratch” and then break it into sections and send it out in a series of emails.

10. Incentivize referrals from current subscribers

- One of the best ways to generate leads for your business is to put your existing customers and subscribers to work for you.
- Offer appealing rewards to incentivize your current subscribers to refer their friends to your email list. This is a lot simpler than trying to get them to refer customers to purchase your products.
- You are likely to experience higher conversions if you offer an attractive reward, such as a small discount for a future purchase, or any other similar benefit. Make sure that what you offer is worth their while, and your subscribers will be happy to promote your list to their circle of family and friends.
- One last side note, I highly recommend that whatever email database you develop, you download the contacts to your computer on a routine basis. I know many email platforms have their own databases, but I do this myself to make sure that I have a copy just in case the platform you're using has issues. If that redundancy fails, like it did with me previously, you can **use recovery software** to get your data

5. How Email is used with social media and mobile?

Email basics

- Electronic mail or 'email' is a quick way of sending messages to people anywhere in the world using IT devices. You send an email to another person's email address. You can also send an attachment, for example, a file or photos with your message.

Email address

An email address such as james@email.co.uk is made up of the following parts:

- ✓ username - james is the person's name or username
- ✓ the '@' stands for the word 'at' and means that they are connected to the email.co.uk part of the address
- ✓ after the '@' is the name of the place where the person works or the provider of the person's email address
- ✓ 'host name' comes after the @ sign, similar to a postal address
- ✓ '.uk' shows that the email address is for someone in the United Kingdom

Sending and receiving email

An email has the following features:

- 'To' - an 'address bar' where you put the email address
- 'Cc' - if you want to copy other people into the message
- 'Subject' - a 'subject bar' is the title of your message, where you write what your email is about the 'main body' of your email where you write your message
- You can tell that an email is new or unopened as it will appear in bold. You can see who the email is from and the subject of it. You open an email by clicking twice on it, for example, in the subject line. Once an email is open you can reply to it by clicking on the 'reply' button.
- this will open a new email, the address will already be completed as you are replying to the email, the subject line will be completed and will start with Re
- you type your message in the main body of the page, you send by clicking the send button, to create a new email you click the 'new' button, you type the email address in the address bar and a subject in the subject bar, type your message and then press send

Setting up an email account

- There are various free email providers such as 'Google', 'Hotmail' and 'Yahoo!' Mail'. Setting up an internet email account means you can use it anywhere in the world.

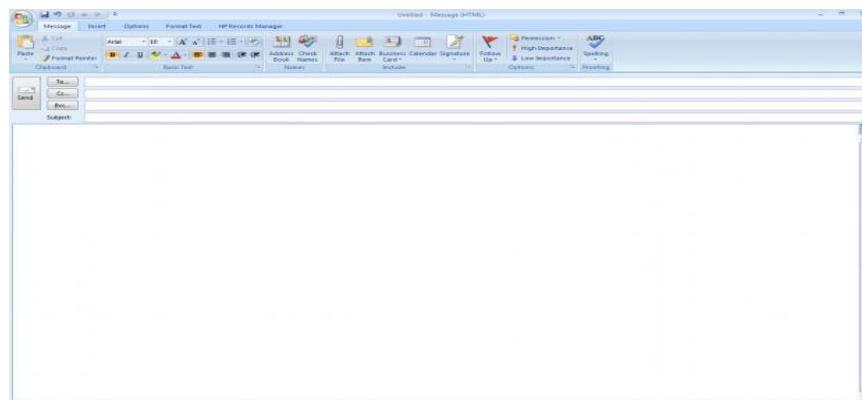


Figure 3.18 Email Tools

Email address bar image

Creating a Yahoo mail account

Step 1

- log onto the internet ('start' – 'all programs' - internet explorer')
- enter www.yahoo.co.uk into the address bar

Step2

- the Yahoo page should be open

- click on mail and create a new account

Step 3

- follow the onscreen instructions to create an account
- you will need to enter some information about yourself

Step 4

- create a password between eight and 32 characters - passwords should contain upper and lower case letters and numbers - this is known as a strong password which is harder for someone else to guess
- if you forget your password, the account provider can send information to a mobile phone help you
- click create account(**Ref: Figure 3.18**)

Internet basics

- The internet is a giant library where you can find information, keep in touch with people, read the news, follow your hobbies, watch TV programmes, shop, compare prices, pay bills and contact customer service offices with queries or complaints. Information on the internet is contained in websites and on webpages.

Getting connected to the internet

- The internet is a worldwide network of computers all connected to each other by telephone lines, cables and satellites. You can access the web from many mobile devices.
- To connect, you need an 'Internet Service Provider' or 'ISP'. Your mobile company, home phone, cable television provider or a supermarket chain can offer you an internet connection. A broadband internet connection also allows you to access the internet.

Internet access and broadband

Using a web browser

- A web browser is simply a way to view web pages. You can normally open your web browser from a shortcut on your desktop or home screen. Two of the most popular browsers are Internet Explorer and Mozilla Firefox.

Finding information - the address bar

- At the top of the web browser you will find the address bar. To go to a website, type in its name. If there is already an address in the address bar, click to highlight it and start to type. The new address will start to appear.

- Every website has its own unique address which does not contain any spaces. Most website addresses have 'www' at the beginning. This stands for World Wide Web. Different parts of the addresses are usually separated by dots (full stops) and forward slashes (/).
- For example, the address for the nidirect website is www.nidirect.gov.uk

Searching the internet

- To search the internet effectively you need a search engine. A search engine scans thousands of websites and webpages on the internet and collects and organises the information it thinks is most relevant to you.

Some popular search engines are:

- Google (external link opens in a new window / tab)
- Yahoo (external link opens in a new window / tab)
- Bing (external link opens in a new window / tab)
- Ask Jeeves (external link opens in a new window / tab)
- AOL search(external link opens in a new window / tab)

Opening a search engine

- To use a search engine such as Google or Bing, you need to open your web browser. Type the address of the search engine in the address bar.
- Click the arrow key on the address bar or press the enter key on the keyboard. This will take you to the search engine. The search engine has a search box, usually in the middle of the screen.

Using a search engine

- Type the key words in the search box and press the search button. Key words are words that best describe what you are looking for in the most simple and direct way, for example ‘growing tomatoes’.
- The results for your search will be listed as websites and links. The most popular or relevant will appear at the top of the list. To visit a site, click a link.
- What you can do on the internet

Things you can do online include:

- look up information
- grocery shopping
- book holidays

- keep in touch
 - follow your hobbies
 - search for a job
 - research your family history
 - save money
 - find ways to get healthy
 - buy and listen to music
 - watch videos and the news
 - banking and pay bills
- You can listen to the radio through the Internet or watch TV on your computer. A common media player is BBC iPlayer, which allows you to watch or listen to a programme after it has been broadcast.
 - Skype is an application that allows you to make voice calls over the Internet. Calls to other users within the Skype service are currently free and if your computer has a web-cam, you will be able to see the person at the other end. More information on Skype is available below.

Browse indirect

You can browse this website to find useful information and complete some transactions. The following pages are just some of the things you will find on indirect:

- Benefits Adviser
- Get your State Pension
- Applying for pension credit
- Book an MOT/vehicle test appointment
- Renew your driving licence
- Passports
- Where to find a job
- Family history, heritage and museums
- Pay your rates online

Using online social media

- You can use online social media to stay connected with friends, share information, photos and videos and keep up-to-date with your interests. Facebook and Twitter are two of the most popular online social media websites.

Facebook

- Facebook is probably the best known social networking site, with over 800 million active users worldwide. It's likely that some of your friends and family members already have a Facebook profile.
- Anyone over the age of 13 can join Facebook. Many parents and grandparents use Facebook to keep in touch with grandchildren and family around the world.

How to join Facebook

- To join Facebook, you have to create a free account which will be your profile page. This can contain as little or as much information as you want.
- You can create your account at the [Facebook website](#)(external link opens in a new window / tab).
- Go to the Facebook website and click 'Sign Up'. You will see several boxes that require information such as your name and email address. Follow the step-by-step instructions to join.
- Profiles can be created using a real name, an alias or nickname, and are often accompanied by a photograph.
- Once you've created your profile, you can adjust the privacy settings to specify which details you want to be made public.

You'll need:

- a device with an internet connection
- an email accounts

Key benefits and features of Facebook are:

- it's free
- your friends and family may have already joined - find them by searching their name or email address
- it can be used by anyone, anywhere, as long as there is internet access
- it is available 24 hours a day so you can contact your relatives in Australia without time zones causing a problem
- its users can share messages, video links, photographs and websites

- it can be used to advertise, plan and manage events
- you can use various privacy settings to decide who can view your page and what they can see

Blogs

- 'Blog' is short for 'web log'. It's basically an online diary created by someone to record in writing their thoughts, feelings or views on a specific subject or on life in general.
- A popular form of blogging is micro-blogging and the most common website used for this is Twitter.

Twitter

- Twitter is a social networking site that allows users to comment on news, events and their day to day lives. Known as 'microblogging', these comments – 'tweets' – have to be very short. Each entry can be no more than 140 characters long.
- A tweet can consist of almost anything – your thoughts, a link to a website, a picture, a video, other people's comments, replies to others' comments – as long as it stays within the 140-character limit.
- To be able to tweet, you must have a user account.

You'll need:

- a device that's connected to the internet
- an email accounts
- Go to the [Twitter website](#)(external link opens in a new window / tab) and you will see a sign-up form on the homepage
- Follow the step-by-step instructions to set up a Twitter account.

Key benefits and features

- Twitter is free to use and anyone, anywhere in the world can join
- users can choose to follow tweets shared by experts, politicians, authors and celebrities
- users can share comments from other people by 'retweeting' them to their own followers

Privacy

- You can stay private on Twitter, by using an alias or nickname, or by adjusting your privacy settings so that anyone wishing to follow you must request the right to do so.

Skype

- Skype is an application that allows you to make voice calls over the internet. It is the most popular voice communication service in the world.
- Calls to other users with the Skype service are currently free and if your IT device has a built-in camera or webcam, you will be able to see the person at the other end (video call), providing they also have a camera or webcam.
- If you use Skype, you pay nothing more than the monthly internet service.
- Skype mixes voice and instant messaging into one application - talk when you want and type when you want, and seamlessly switch between the two as you wish.

Presence information

- Skype also provides presence information in a very practical way. Presence is the availability and willingness of a person to communicate. For instance, if you find someone online ready to communicate, then there is presence. Skype allows you to know if a person is offline or when they are willing to communicate so you can log back in at that time.
- People use Skype mainly for the high quality of voice it offers and because it is free. Skype is extremely useful for communicating with family, friends and loved ones around the world.

What you need to use Skype

To use Skype, you need:

- an IT device with a good internet connection, preferably broadband
- a built-in camera or a webcam (although you can still make voice calls without one) – this is a small camera that connects to your computer through a USB port - many computers, especially laptops, have a webcam already built in.
- sound - make sure your sound card is working properly
- speakers and a microphone – many computers will have these built in and webcams often come equipped with microphones. - alternatively, headphones and microphone headsets can be bought at a reasonable price
- the Skype software, which is freely downloadable from www.skype.com
- one or more people to communicate with - they need to be Skype users as well if you want to use the free service
- Calls on Skype are free only if the two (or more) communicating parties are using a Skype-compatible device and are using the Skype service over the internet.

6. What are the Email Marketing Campaign Process?

- Planning your Email Marketing Campaign Before you get started actually creating your email campaign and designing the layout of your email, you first need to think about the purpose of the campaign and what you are trying to achieve.

The types of things we need to include:

- **What am I trying to achieve?** — This is where you think about the purpose and goals of your email marketing campaign. You may have a long term goal, whereby you want to communicate with your customers on a regular basis to keep them informed of the latest offers, new services you have added to the hotel, and soon.
- **Who do I want to target?** — identify who you want to send the email to. Your existing customers, such as, families or couples who have stayed with you before. You may even want to split up all your e-mail subscribers to groups and tailor communication based on the group.
- **How will I get people to subscribe to my mailing list?** — By law you have to get specific permission from people to send them a marketing email. This is sometimes referred to as an “opt-in” and there are many ways you can get people to subscribe (or opt-in) to your mailing list. For example, you could have a sign-up form on your home page so that people can subscribe to your newsletter.
- **How frequently will I send these emails?** — How frequently you send out your emails will depend on their type and purpose. For example, you may send out special offer and promotional emails as and when they are available, whereas you may send out a newsletter once a month. But try and keep the number of promotional communications to a minimum (1-2 a month) as too many emails could potentially annoy and alienate our subscribers causing them to unsubscribe.
- **Calls to action** — This is what you want to get the reader to do once they have read your email. When designing your email you need to layout exactly what you want the recipients of your email to do, and design it to make that path clear and easy to follow. For example, don't distract with too many links or offers, and make not only the call to action clear but also what recipients can expect when they click through. This can be as simple as "Click here for a 20% discount on your next week end trip". For more information on calls to action, see the section in the guide "Getting the Most from your Website" which is part of this series of guides.

E-mail Marketing has evolved, moving from simple one-way messages and auto-responders to a much more sophisticated way of communicating with your customers referred to as e-mail 2.0. It's an advancement in technology, entrepreneurs now have the

ability to tailor the messages they send based on their customers' interests, preferences and purchase history-and targeted e-mails yield greater results.

With all the capabilities now available in e-mail marketing systems, there are a few basic things we need to know about e-mail marketing to build deeper relationships with your customers to increase revenues, grow your business and get ahead of your competition.

Here are seven steps to creating and launching a successful

E-Mail Marketing 2.0 Campaign.

1. Choose the Right E-mail Marketing Software System

- CRM systems can range from simple database models to more complex systems that include sales force management, shopping carts, affiliate programs and e-mail behavior campaigns.
- Infusion soft offers complete CRM capabilities, which include not only database and campaign management but also offer information on interest, preference and purchase behaviors so that you can tailor your message and campaigns.
- Other systems, such as MailChimp , Constant Contact and A Weber offer more basic e-mail database and campaign management services. Decide what capabilities you want and use a checklist to compare systems.
- Most e-mail programs have training and free support to guide you through the learning process.

2. Build a List

- Even if you only have 10 e-mail addresses, you need to start somewhere. Add those to your database.
- Once you have your list started, make sure that you launch a campaign to keep in touch and in front of your contacts without overwhelming their inbox.
- I suggest two e-mails per month maximum. It's not about e-mail quantity; it's about quality.

3. Setup Contact Information Capture Forms

- It's easy to add forms to your website or blog to allow visitors to give you their contact information, such as e-mail address, name and phone number.

4. Decide What You Want to Accomplish

- Before you launch your first campaign, you need to decide what it is that you want

to accomplish.

- Do you want to deepen the quality of relationships, take your list through the sales cycle, educate them? Why are you sending your e-mails?
- Set clear goals before you send your first e-mail, and build your messages and campaign around those goals.

5. Setup Auto-respond E-mails

- Setup at least six e-mails that will automatically release on the dates and times you choose to send out to your list. Keep them short, simple and to the point.
- Do not make them "sales pitchy"; use auto-respond e-mails to educate and build relationships, and the rest will follow.
- Make sure that each auto-respond e-mail has several links for more information; this is how you will gauge their interest and determine how to keep marketing to them.

6. Add Triggers to E-mails

- Here's an example of a trigger: Your client clicks on a link in one of the e-mails you sent her about your product or service.
- As soon as she clicks on that link, it automatically triggers the release of a message sending her information about a similar product or service based on the original link. Triggers are used to send clients into a new sales cycle based on topic.

7. Monitor Results

- Once per month, look at reporting (metrics) to see which e-mails are more effective and have a higher rate of opening as well as click-through. Use the lessons learned to build your next campaign.
- It's important to know how your list is responding to the e-mails that you send. If you aren't getting a good click-through response, the problem is either the quality of your message or the topic.
- Test a few e-mails with your top customers to see what they respond to and what they don't respond to Offer recipients a discount on services for their time.
- Not only has e-mail technology and software evolved, but the way people use it to communicate has changed how entrepreneurs and small-business owners market and grow their businesses.
- E-mail 2.0 marketing is an effective way to increase relationships, response rates and conversions through smart, targeted communication.

7. What are the various advantages and disadvantages of Email Marketing?

Email marketing can be used for many different purposes

- **Promotion** — you can use emails to promote a special offer, or a new product or service to a list of existing or potential customers. The main aim of a promotional email is to get the reader to take some type of action, such as, book a room, buy a gift card, or reserve a table. If your readers have specifically subscribed to your mailing list to receive special offers and promotions then that's fine, but if they have subscribed to a list to be kept up-to-date on news and events then if you are constantly bombarding them with promotional emails you stand the risk of alienating them and forcing them to unsubscribe.
- **Retention** — these are emails aimed at building a relationship between you and your readers. These generally take the form of newsletters where you are providing your readers with information and stories that they may find interesting. A newsletter can of course also include promotional messages or advertisements but these should not be their main aim. Your customers can forget about you very quickly so keeping in contact with them on a regular basis is a good way to keep them aware of you and your business.
- **Communication**—these types of emails are generally short emails designed to communicate some important information to your readers. For example, invitation to an event in your hotel, a traveler tip for your area, details of a news article about your hotel. Email marketing allows you to reach millions of customers with a click of a button. Like any marketing medium, it has its advantages and disadvantages. Use it correctly, and you'll make more money, but use it incorrectly and you could lose your business. Weigh these pros and cons before you start an email campaign.

Benefits of Using Email marketing

There are many good reasons to use e-mail marketing because even with the growth of social media, e-mail marketing can still be very effective

Cost — Communicating via email has many of the advantages of traditional direct mail but with much lower costs.

Speed — if you need to, you can get a message out to your entire list very fast.

Easy to create — with the many email tools out there, such as, MailChimp and Constant Contact, it has become extremely easy to send out professional looking emails and track their performance through reports. Most of these tools provide standard templates and layouts for all different types of emails, such as newsletters, invitations, special offers and many more.

Personalized — the more information you collect, the more messages can be tailored and personalized.

Tracking — you can track how well your email campaign is doing, such as, how many emails were opened, what links did they click, and soon. With this information you can then adjust your next campaign and improve performance.

Disadvantages of Email Marketing:

- Businesses use email marketing as an affordable and often effective advertising tool. However, before employing this technique we should make yourself aware of the disadvantages and misconceptions that exist.
- For example, though many people believe email marketing is free, starting any marketing campaign from scratch (even an electronic one) will cost your company money. Several factors can hinder your effectiveness, and, in some cases, email marketing can even work against your business.
 - **Spam** - People's in-boxes get inundated with email, both solicited and unsolicited. To cutdown on the amount of unwanted emails, many servers have filters in place to lessen the number of spam emails a person receives. People can further adjust their email filters to their own tastes. Our email marketing could well land in a spam folder and never get viewed. In some cases, you could find yourself or your business in serious legal trouble. The CAN-SPAM Act sets forth strict guidelines that companies must meet in order to use email marketing. Violations of the act can cost up to \$16,000, and numerous people may be charged. Even when you take pains to ensure your email marketing conforms to the rules, you may still be accused and have to prove your campaigns are legitimate.
 - **Engagement** - Email marketing requires constant tweaking to keep your subscribers engaged. A person will often sign up to receive email solely as part of a promotion. For example, if a user provides his email address, he may receive a discount on a product. A user might also unintentionally sign up, such as if subscribing was the default choice on a web page. In such cases, your email marketing may be perceived as a nuisance. Even in the case that someone deliberately signed up to receive your marketing emails, like an industry newsletter, you still must work to maintain a level of engagement to keep your reader from unsubscribing.
 - **Appearance** - You may have worked to create your email marketing to look exactly the way you envisioned. Unfortunately, due to the varying servers and computer settings, your design may not come through the way you hoped, which can diminish the impact of your message. Text may be moved from one line to the next on a person's screen. The email setting on another person's computer may only allow text,

blocking images from coming through. If the main focus of your marketing was a logo, it could be lost. If you want to avoid a misconstrued or possibly messy appearance, you'll need to make sure the code used translates to the most basic processing systems. This may entail consulting with a technical specialist or marketing firm.

- **Costs** - Sending a quick email to someone may not cost you much more than Internet access, but the costs of launching an email marketing campaign add up. Even basic self-managed monthly plans with fewer than 10,000 subscribers can cost \$70, according to one marketing software firm. Hiring a company to design and manage an email marketing campaign includes templates and consultations and can get pricey. A start-up package can cost over all thousand dollars initially plus a thousand or more per month for continuing management.

8. What is Mobile Marketing? Explain in detail.

- Mobile marketing is a multi-channel, digital marketing strategy aimed at reaching a target audience on their smartphones, tablets, and/or other mobile devices, via websites, email, SMS and MMS, social media, and apps.
- Mobile is disrupting the way people engage with brands. Everything that can be done on a desktop computer is now available on a mobile device. From opening an email to visiting your website to reading your content, it's all accessible through a small mobile screen. Consider:
 - 80% of internet users own a smartphone.
 - Mobile platforms, such as smart phones and tablets, host up to 60% of digital media time for users in the U.S.
 - Google anticipates search queries on mobile devices to surpass desktop searches by the end of 2015.
- Effective mobile advertising means understanding your mobile audience, designing content with mobile platforms in mind, and making strategic use of SMS/MMS marketing and mobile apps.
- According to Mobile Marketing Report 2018, there are over 3.5 billion individual mobile Internet users. Users spend an average of 69% of their media time on smart phone devices. Mobile is the dominant platform for searches, as 48% of buyers use smartphones to start searching with a search engine. Mobile devices drive 80% percent of global Internet usage.

- Technology in the mobile marketing space evolves fast. The feature phone ecosystem from just a few years ago was a highly fragmented space and channels like SMS were popular due to their ubiquity. But now, the popularity of Android and iOS smart devices has radically transformed the mobile marketing environment, blurring PC, Web, and mobile channels.
- New data on consumer behavior shows that apps are now a preferred channel for consumers. Time Spent on Mobile is Mostly in Apps In a new survey from eMarketer, mobile now accounts for 12% of Americans' media consumption, triple what it was in 2009.
- The shift towards apps from mobile web is now also very clear, with the average smartphone owner spending 127 minutes per day in apps. That's over two hours per day

How Does Mobile Marketing Work?

- Mobile marketing consists of ads that appear on mobile smartphones, tablets, or other mobile devices. Mobile marketing ad formats, customization, and styles can vary, as many social media platforms, websites, and mobile apps offer their own unique and tailored mobile ad options.

Growth in Mobile Industry:

- Only a few years ago, mobile devices were seen simply as a way to communicate on the go. The concept of smartphones either did not exist or were in R&D blueprints and marketers were content with reaching masses of consumers rather than engaging in 1:1 personalized conversation.
- Fast forward to today, and we are at the precipice of the mobile revolution. Mobile has transformed from an accessory to a necessity in the eyes of consumers, with 75% of the world having at least one phone.
- Beyond the rapid consumer adoption and usage of mobile phones, is the opportunity they offer for brands to connect more meaningfully and personally with consumers. Consider it your direct line and immediate connection with audience. Because there is no communications channel tool that offers the same advantage today.
- Mobile is clearly the future of media, but marketers have some catching up to do with where their customers are and to truly optimize marketing, with mobile at the heart of their strategy.
- Most brands spend less than one percent of their marketing budget on mobile. We've all heard the argument that the one percent spend level is too low, given the fact that most consumers devote about 10% of their media attention to their mobile devices.

- A study conducted by Marketing Evolution (August 2012) takes this hypothesis one step further and, through an algebraic formula of measuring reach and frequency with the installed base of smart phones and other ROI data, found that marketers would have better results if they optimized their marketing mix by allocating an average of seven percent of their media spend to mobile2.
- This is the first empirical data that guides marketers on why they should re balance their budgets with mobile to achieve higher ROIs.

Future of the Mobile Device Market (including emerging trends and technology)

- The future will probably play out to a maximum of four major mobile operating system players.
- Although there has been massive growth in mobile applications, the next growth trend will be towards app services. Users will get access to proprietary content or be provided a service for a monthly subscription fee beyond the application itself. Such examples include multiplayer online mobile gaming, stock services, information alerts, magazine publications and music streaming.
- With mobile applications being developed so rapidly, more and more search companies are coming up with “app search” software capabilities. • According to a recent report by Forrester Research, mobile access to business applications will drive the next big wave of user adoption.
- New development technologies such as HTML 5 will be introduced into mobile phone browsers.
- Tablets represent the next evolution in the advancement of mobile computing and will play a major role in publishing, video and art creativity.
- Mobile-cloud hybrid computing will emerge. It will be neither all cloud-based nor all mobile-based, but a combination of the two. Google’s Gmail and Google Voice for iPhone are just two of the well-known mobile cloud

9. What are various MOBILE App Creation Strategy?

- If you have a smartphone (i.e. one that can access the web) you can browse through all websites that are available on your PC or Laptop. However, generally these types of websites are not suitable for browsing on a phone as they have not been designed for a phone.
- With a phone your screen is a lot smaller so and generally you behave differently. For example, I may spend hours browsing and reading on the web but with a mobile phone I generally will only read a small amount of information over short periods of

time. So how the information is displayed and the amount of this information needs to be considered.

- When designing a mobile website consider some of the following:
 - You can only view one screen at a times to design your navigation to take this into account.
 - There is not much room for text, so don't use much!
 - Use large buttons for key calls to action
 - Think about your usage of fonts, make sure important stuff really stands out
- There are a variety of app business models, some of which include free apps that are supported by ads, paid apps that are supported by download fees, premium apps that are supported by in-app commerce and free apps that are supported by brands interested in connecting with customers.

Here are several things to keep in mind when we are creating an app for your product or service:

- 1) **Make Sure Your App Solves a Problem** - The most effective apps solve some sort of problem for the user. They facilitate a purchase (e.g., Wal-Mart, Lowe's or Sam's Club apps), provide content (e.g., The New York Times, CNN or USA Today apps), create brand preference (e.g., Coca-Cola, Band-Aid or Nike apps) or some combination of the above. Analyze which of these problems you'd like your app to solve and begin your design process based on that.
- 2) **Get Inside the Mind of Your User** -The first step for any mobile app (or any mobile marketing campaign, for that matter) is to understand how your user will engage with the app. Will they be at home? Will they be in the office? Do they want information? Or do they simply want to engage with the brand?
- 3) **Design with the End in Mind** - Is the purpose simply to create brand preference? Is the purpose to facilitate a financial transaction? Is it to reduce customer churn? Or all of the above?
- 4) **Don't Underestimate the Budget**- Sometimes, very simple design changes can make the difference between an app that takes a few dozen hours to create and an app that takes a few hundred hours to create.
- 5) **Analyze Your Competitors' Apps** - What apps have your competitors already created? Do you like what they've created? If so, what can you borrow from their experience? Also, don't hesitate to examine apps that are outside of your industry segment.
- 6) **HTML5 as an Alternative** - HTML5 works across many phones and may be a simpler

solution for many sites. The downside is that there is no app store for HTML apps and they have some limitations in functionality.

7) Recognize that the App is only Part of the Picture - When brands sponsor NASCAR drivers, only half the budget is allocated to the sponsorship. The other half is used to let people know about the sponsorship

- By keeping the above-mentioned guidelines top-of-mind, the app that is developed for your product or service will have a greater likelihood of success. And most importantly, consumers will enjoy engaging with your app and therefore your brand.
- The functionality of an app does not have to be confined to the user-brand experience. Many brands choose to run ads within a mobile app in order to build awareness and generate demand.

There are three primary ways ads can be leveraged within an app for the benefit of the brand:

1. The first is when the owner of a mobile app decides to sell advertising inventory within their app. Major content publishers such as CNN.com or ESPN.com choose to use this model to offset the costs of providing content to their readers or to generate a healthy profit for their divisions.
2. The second is when an app publisher chooses to run ads that promote upgrades to paid versions of their apps or that cross-promote similar apps within a portfolio. The free versions of many apps include display ads within the apps that encourage users to upgrade to an ad-free or enhanced version of the app.
3. The third is when an app publisher runs ads on behalf of other advertisers. Many of the major content providers including The New York Times, The Wall Street Journal and others run ads on behalf of other brands. In most cases, brands will work through mobile ad networks to facilitate in-app advertising.

Working with a specialist is often the most efficient and effective way to navigate the complexities of running and managing in-app ads and achieve success.

Types of Mobile Marketing Strategies

- There's a healthy way of mobile marketing strategies to try. The kind that works best for your business will depend on your industry, target audience, and budget.

App-based marketing:

- This is mobile advertising involving mobile apps. While 80% of mobile time is spent engaged with apps, you don't have to create an app yourself to get in on the action. Services like Google AdMob help advertisers create mobile ads that appear within

third-party mobile apps.

- Facebook also allows advertisers to create ads that are integrated into Facebook's mobile app. Facebook's mobile Promoted Post ads integrate so seamlessly with Facebook's news feed that users often don't realize they're looking at ads.

1. In-game mobile marketing:

- In-game mobile marketing refers to mobile ads that appear within mobile games, like in the example below. In-game ads can appear as banner pop-ups, full-page image ads or even video ads that appear between loading screens. (Ref: Figure 3.19)



Figure 3.19 Example of ingame mobile marketing ad

2. QR codes:

- QR codes are scanned by users, who are then taken to a specific web page that the QR code is attached to. QR codes are often aligned with mobile gamification and have an element of mystery to them, since users who scan them don't always know exactly which rabbit hole, they're jumping down.

3. Location-based marketing:

- Location-based mobile ads are ads that appear on mobile devices based upon a user's location relative to a specific area or business. For example, some advertisers may only want their mobile ads to appear when users are within a 1-mile radius of their business.

4. Mobile search ads:

- These are basic Google search ads built for mobile, often featuring extra add-on extensions like click-to-call or maps.

5. Mobile image ads:

- Image-based ads designed to appear on mobile devices.

6. SMS:

- SMS marketing involves capturing a user's phone number and sending them text offers.

7. Mobile Marketing: Google Ad Words Enhanced Campaigns

- Google rolled out Enhanced Campaigns for all Ad Words users, integrating mobile advertising options with classic online Ad Words advertising.

Benefits of Mobile Marketing:

- In the present world, mobile phones are easily accessible by every class and age group of people; therefore, a mobile advertisement offers following advantages:
 - Reach-Mobile phone is reaching people by 15% more than internet. Mobile marketing is drawing more clicks than internet marketing. Advertisers have high expectations with mobile advertising.
 - Accessibility-Mobile comes handy to users. Mobile advertising follows people everywhere.
 - Time factor - People are available on mobile round the clock, which may not be possible with desktops. Cost -Mobile advertising cost much lesser than other types of advertising.

✓ Easy to work with

- The creation of elements for mobile devices is simpler and less costly compared to desktops or laptops. This medium also makes it easier to issue promotions and marketing incentive services to us, the users. We can keep this information handy until the time we need to use it. For example, we can download a coupon to our phone, and then show that coupon at checkout-without an internet connection-to receive the discount.

✓ Convenient to use

- Since the screen size of a mobile phone is small, it limits the scope of content that can be displayed. This makes it convenient for the creators of the content, who can keep it basic and simple. Also, simpler content will adapt itself better to the various mobile platforms.

✓ Tracking response

- User response can be tracked almost instantaneously. Mobile marketing is an effective way to collect user data. Databases that use phone numbers, as unique IDs are more effective, since many people generally keep their phone numbers for a longer period of time, unlike their email addresses. This helps the mobile advertiser better understand and analyze user behavior and create buyer personas.

✓ Mobile payment

- The latest mobile payment facility is very convenient for the users today. Here, users are offered a secure online payment environment, which works via advanced mobile

Web systems. This means that the user does not need to cough up physical currency each time he wants to make a mobile purchase or pay a bill online.

Disadvantages of Mobile Marketing

✓ Privacy issues

- This is always in question on any network or device. Savvy mobile marketers need to understand and respect the fact that users would like their privacy. So they should offer clear instructions for opting out of marketing communications should the user want to do that.

✓ Navigation on a mobile phone

- The mobile phone usually comes with a small screen and no mouse. This means that navigation on a mobile phone may get difficult for the user, even if it has a touch screen. In such a case, most ads may go untouched, as the user may find it too tedious to look in detail through each one of them.

10. Discuss about Benefits of Integrating SMS and Email into Your Marketing Strategy.

- As with any method, both email and SMS marketing have unique strong points. When you combine the two, their strengths balance out for a comprehensive marketing effort.

Some benefits of integrating your strategies include:

- **Cost-effectiveness:** Email marketing produces a solid return on investment (ROI) due to low execution expenses. SMS marketing offers a low-cost way to reach a large number of subscribers, so combining the two lets you reinforce your message through multiple channels. Local wireless carriers determine SMS rates for businesses, so the prices will vary.
- **Mobile-friendliness:** You can reach your customers on their phones through more than one marketing method and let them decide when to interact with your business by reading or responding.
- **Better audience understanding:** When you combine your feedback and analytics between SMS and email marketing, you get a wider picture of your subscribers and can identify patterns in the data to customize your approaches.

Here are seven tips to help you integrate an SMS strategy into your email marketing campaigns, so you can create an omnichannel marketing approach that delivers a consistent experience everywhere you communicate with customers.

1. Approach SMS the Same Way You Handle Email

- First, you need your customers' permission to send them SMS messages, like email sending usually requires. In the United States, the FCC requires written consent before sending commercial texts, which you can handle by asking for cell phone numbers and then sending people an SMS message that requires them to reply with "yes," or some other form of consent, to receive future messages from you.
- As always, though, check the laws that apply to you and consult with legal counsel at your company, if necessary.
- Next, you'll want to segment your list of SMS message recipients, as you do with your email list, so you can speak directly to those cohorts in your messages. It's no secret that users respond better when you personalize their email marketing. Many SMS message sending services offer the same customization options, so you can insert first names, birthdays, cities, and other information. Just don't overdo it, since space will be at a premium.
- Finally, make sure you honor unsubscribes sent via SMS too. You will hurt your company's brand equity if you send SMS messages to people who have unsubscribed, and there's a good chance that they will complain to their carriers, who will likely block you as a spammer. You could also incur the wrath of the FCC or other government agencies.

2. You Can Send Triggered, Transactional, and Promotional SMS messages

Consider sending different types of communications via SMS, just as you do with email:

- Triggered messages alert customers to events, such as order shipments, suspicious account log-in attempts, upcoming due dates for bills, and monthly reports.
- Transactional messages are sent in response to customers' actions, such as purchases, bill payments, new account creations, and password resets.
- Promotional messages let customers know about new products, special deals, rewards based on their activity, and other ways that you drive sales. You can also create upsell and cross-sell opportunities.
- Given the immediacy of SMS messages, they're useful for communications that have more urgency than an email would. For example, you could send a coupon code

that's good for one day only, or let customers know about a new product or service, complete with a shortened link that will take them to your mobile website.

- SMS messages are also a good way to offer two-factor authentication for user accounts, which allows you to provide a useful layer of security for your customers.
- If you're going to send a lot of SMS messages, you may want to invest in a short code so carriers don't consider you a spammer. A short code is a five- or six-digit phone number that's typically pre-approved by mobile carriers for use with commercial activity. Try choosing one that spells out a word, so it's easy for people to remember. For example, Kmart uses 562-78, which spells out the name of the retailer on a keypad.

3. Brevity Is the Soul of SMS Messages

- SMS messages cannot be more than 160 characters long, so while your emails should be short and to the point, your SMS messages need to make every letter count. When you include links, condense them with a link shortening application to save precious real estate. It may be tempting to string multiple SMS messages into one communication, but doing so will increase the odds that your recipients will start opting out in droves. Try not to send SMS messages more than a few times a week, at the most.
- If you had experience writing marketing messages on Twitter before the character limit for tweets was increased, then you should apply what you learned here. Limit each SMS message to one thing at a time, saving the fuller storytelling for emails.
- Consider how your SMS messages can complement your emails. For example, if you email your list about a special deal that has an expiration date, you could send a follow-up SMS message reminder shortly before the deal ends. You can schedule SMS message sending, allowing you to orchestrate your marketing campaigns. The ability to control the message's timing is essential to reaching your customers during daytime hours when they are available.
- An SMS message can also be useful for alerting your customers to time-sensitive news, such as a delay with shipping an order or a problem with their account.

4. Use Simple, Relevant Keywords and Reply Immediately to Messages

- When you publicize your new SMS message service, you can ask customers to text a word or phrase to your phone number (ideally, a short code) to enroll. Try using something memorable. For example, if you have an online store that sells women's clothes and accessories, you could ask people to text "fashion" to your number to enroll.

- Use an auto-responder to ensure customers receive an immediate response when they enroll. Welcome them to the service and let them know what to text back to unsubscribe, such as “stop.” Make sure it’s easy for them to opt-out, and acknowledge them when they do, so they know you will honor the request.
- You can also set up and publicize keywords to enable customers to do other things, such as getting directions to your business location or to an event or receiving a link to download a mobile app. In addition, you can use SMS messages to gather information, such as asking people to text you their first names.

5. Use One Channel to Bolster the Other

- Some businesses have experienced success requesting users to text their emails for a special deal. Usually, the company advertises with physical signage and social media promotions before sending out their emails. This way, businesses capture both mobile phone numbers and emails with one text for multiple ways to engage with subscribers. Customers can opt-in for additional SMS marketing messages by texting a specific word or phrase from an email, which grows your SMS list from your current email subscriber base.
- Another way to leverage the compact footprint of SMS is to use it to warm up your subscribers for a lengthier email. A simple text letting them know what’s coming and summarizing the value of investing more time in your email can increase your open and engagement rates.

11. Discuss about various Coupons, offers and SMS campaigns.

Applying Mobiles to Marketing, Mobiles can be applied to

- Sales Promotion, Advertising,
- Customer Relationship Management and Brand Engagement

Mobile Sales Promotion: – text messaging and mobile coupons

- Companies use various sales promotion techniques to lure customers and increase sales.
- Mobile sales promotions refer to the use of mobile devices to support the conduct of promotion techniques.
- Objective: promotion exposure (e.g. seeing a promotion on a product) and usage (e.g. buying a promoted product)

Mobile Sales Promotion – Text Messaging

Uses Short Messaging Services (SMS) - text competitions, contests and sweepstakes.

- Viewed as easy, convenient, and quick to enter text competitions, and has the immediacy of knowing the outcome.
- Incorporates opt-in schemes and transparency with the price information as to how much it costs to enter their competitions.
- For example, mobile text messaging can be used to invite targeted consumers to sample products and offer special loyalty rewards which may come in the form of free or bonus airtime.

Text messaging contest

1. Should be viewed as quick and easy
2. Opt in procedure
3. Transparency in costs involved

Mobile Sales Promotion – Mobile Coupons

Mobile coupons and offers are a growing trend in m-commerce

1. Mobile coupons from retailers
2. Mobile coupons offered through local-offers, crowd-purchases or assurance contracts

Mobile Coupons – Retailers

- Traditionally, the simplest form of a mobile "coupon" is a basic text-message alert that merely communicates an offer. For example, "Receive 10 percent off all LED TVs. This weekend only."
- Issues of security and privacy and new technologies has called for image-based coupons, some of which include barcodes that can be scanned in physical locations or coupon-redeem points.

Mobile Coupons: local-offers

Google offers and Amazon Local are examples of services which offer mobile coupons and offers to users to purchase services and products in businesses within their geographical locality or obtain personalized deals.

Mobile Coupons: Crowd-purchase

- A mobile offers company, like Groupon, places a proposition to users known as an assurance contract. The assurance contract works using The Point's platform:

Groupon requires a certain number of users to sign up for an offer which may be placed on the company's mobile website or sent to users directly through text messaging.

- If the pre-determined minimum is achieved, the deal becomes available to all users who signed up. If the predetermined minimum is not achieved, no one gets the deal or offer of the day.
- The revenue from the sale of the coupons or offers is shared between the retailer and the mobile offers company

Developing Mobile Sales Promotion Campaign

- ❖ Step 1: Develop detailed objectives of the sales promotion. Consider Both long-term and short-term benefits
- ❖ Step 2: Select a sales promotion format - mobile text messaging which can be applied to contests, price reduction, and sampling, and mobile coupons.
- ❖ Step 3: Define the rules and scope of the promotion. Rules should include deadline, selection of winner, prizes and rewards and availability of product and service for the competition.
- ❖ Step 4: Create incentives for your employees working on the sales promotion and also for consumers.
- ❖ Step 5: Maintain the momentum - a long-term promotion can cause participants to lose interest.
- ❖ Step 6: Publish results publicly.

Mobile Advertising

- “The business of encouraging people to buy products and services using the mobile channel as a medium to deliver the advertising message” three main types of advertising activities:

Push Campaign

- Any content sent by or on behalf of advertisers and marketers to a wireless mobile device at a time other than when the subscriber requests it.
- In push Location-Based Advertising (LBA), advertising messages are sent to a consumer's mobile device based on that consumer's location and previously stated product preferences. INTRUSIVE

Pull Campaign

- Any advertising message sent to the wireless subscriber upon request shortly thereafter on a one-time basis.
- Pull LBA for instance, is advertising specific to the location of the consumer delivered to the mobile device only when it is explicitly requested for. CONSUMER REQUESTS

Sponsorship

- Sponsorship is the provision of a marketing message at the end of certain information that customers have requested via their mobile phones.
- For example, in response to a request by mobile user for promotions on laptop sales, a marketer may reply with a list of promotions in a particular technology shop and also add information on where to get your laptop repaired or information on how to purchase internet access for use on the laptop.

13. What is location based and context based mobile marketing?

- If enabling targeting throughout the marketing funnel is not enough, mobile offers the unique advantage of context in targeting consumers.
- Context gives marketers an ability to understand where and when consumer engagement occurs, which in turn provides insight deep enough to target a mobile marketing experience.
- Fast Fact According to eMarketer, U.S. adults spend 10.1% of their total media consumption time with mobile, but only .9% of total ad spend is dedicated to mobile. Contrast that with TV time spent vs. ad spend, at 42.5% and 42.2%, respectively.

Location

- By far the most important aspect of context with mobile, it is also the most sensitive. With smartphones and tablets being “location aware” on their own, it is incumbent on the marketer to:
 - 1) consider whether location is a useful and necessary targeting criteria, and
 - 2) if so, seek out and gain end-user permission (via clear notice and opt-in/opt-out choices) to use this.

Take special note that the privacy implications of using location in targeting are yet to be fully understood and best practices yet to be codified, so caution is advised.

Time

- Much less sensitive than location, using time as a targeting criterion can be useful when sending messages relevant at certain times of day, week, or month. The immediacy and suitability of a well-timed mobile message can improve ROI of the overall effort.

Proximity

- Knowing that your customer is nearby or within your store, or ready to make a purchase at POS, gives you the opportunity to deliver hyper-local and very relevant messaging or offers. Again, this criterion is a sensitive one, requiring you to get consumer permission to engage and interact in such an intimate way.

Device

- Tailoring and targeting to select devices or operating systems is not necessary, but it can be useful and profitable. Leveraging the unique capabilities native to a device can allow you to create very compelling and interactive advertising experiences.
- Volkswagen Jetta introduced an advertising campaign exclusively through the **iPhone** when it first came out, and the results were both positive and profitable.
- Another advertiser used the **swipe function on tablets to crash a car into the left frame** (it was an insurance company) to get maximum consumer engagement.
- Considering the targeting opportunities in mobile is an exciting exercise, made even more compelling when you integrate the path to purchase with context.
- **Adding mobile** to your marketing and advertising mix can provide real leverage at key consumer decision points, and the precise targeting options will really help improve marketing ROI.
- Targeting Teens by Creating a Branded Mobile Browser that Allows Them to Surf the Web for Free Coca-Cola created a branded mobile app that allowed teens in Brazil to surf the web for free via a device to recharge media minutes at the point of sale.
- The “**mobile dispenser**” had a built-in computer that connects to the user’s mobile browser and released 20MB packages on each recharge.
- The campaign drove **brand awareness** and is being developed as a new platform for Coca-Cola, which aims to be the official provider of data credits for the current generation.

location-based Marketing Techniques

- Location-based marketing techniques, such as mobile targeting, geofencing, and geotargeting, are invaluable mobile marketing strategies.
- Leveraging real-time location data provides insights into customer behavior and preferences that you can use to fine-tune your targeting and provide highly personalized offers.
- For brick-and-mortar businesses and businesses with apps, location-specific search results help you reach people close by and make the most of the convenience factor.
- For mobile marketing in e-commerce, brands that provide location-based offers, like free delivery within a specific area or products that need to be delivered quickly like food, will benefit from location-based marketing.

14. What are Mobile marketing channels /inventory?

- Marketing channel can increase the probability of the successful promotion of your new mobile application.

The following is a quick reference guide to 10 of the most popular mobile marketing channels used when launching a new app.

1. Incentivized CPI

- The acquisition of incentivized user downloads (incent traffic) can assist in growing your mobile app installs and top list rankings.
- Considered as one of the most effective methods for boosting install rates over a short period of time, incentivized installs are also one of the most cost-efficient methods of marketing.
- Incentivized CPI is so successful at generating large amounts of traffic in short bursts, because installs are driven by users that are rewarded (or incentivized) to download and install your application.
- [Click here](#) to learn more about Incentivized Mobile Installs. (Ref: Figure 3.26)

**Figure 3.26 Incentivized CPI****2. Non-Incentivized CPI**

- Unlike Incentivized CPI, Non-Incentivized traffic is generated when no reward is offered.
- Many developers choose to create a marketing strategy that includes both Incentivized and Non-Incentivized CPI, as the traffic created by non-incent advertising is usually a much higher quality.
- While Non-Incentivized CPI can prove to be slightly more expensive venture, in comparison to Incentivized CPI, the users acquired by this form of marketing often show a high lifetime value, which translates to more monthly active users and better monetization.

3. Social media/Facebook Advertising

- Gaming giant King has proven that social media outlets, particularly *Facebook*, can easily be a developer's best friend when it comes to marketing a new app.
- Using Facebook's Video Advertising System, King was able to reach more than 100 million people in seven countries on launch day for their newest app Candy Crush Soda Saga.
- Facebook advertising allows you to reach your target audience instantly. In the case of King's latest marketing venture, an impressive 70% of the 100 million people who viewed their promotional video did so on a mobile device.
- While there's no doubt that social media marketing is effective, it can easily become one of the most expensive channels, particularly when implementing a premium Facebook Video Advertising campaign.

- If you do not have the funds readily available to launch an all-out attack on Facebook, consider using other social media channels to your advantage by creating conversation and hype about your new app for little to no cost.
- For instance, *RunKeeper* does a great job at engaging their audience by using Twitter to start conversations.

4. Search Marketing (Google Adwords)

- Embracing Search Marketing tools is often a good step in the right direction for many developers. Google Adwords allows users to focus on a particular target audience by customizing keywords and ads, based on their App ID and other information.(Ref: Figure 3.27) One major draw card for most developers using Adwords is that it provides a very simple platform for tracking your installs. If you're new to Google Adwords I would highly recommend taking the time to thoroughly research which campaign style best suits you, to ensure that you're getting the most bang for your buck.

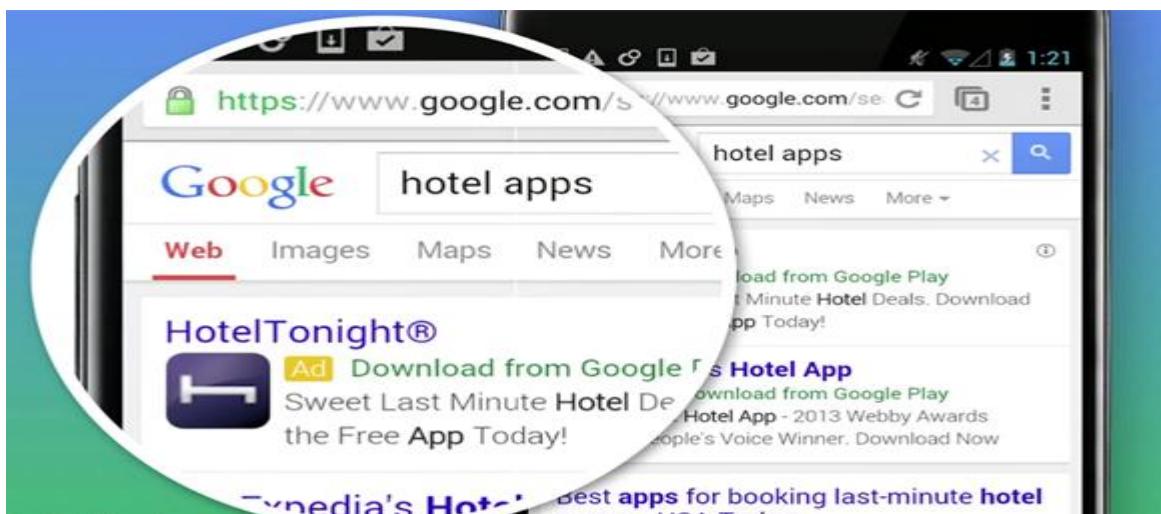


Figure 3.27 Search Marketing

5. Television Advertising

- While not every developer may have the budget to accommodate this style of marketing, King have once again proven that a TV advertising campaign can do wonders for the success of a new app, particularly when implementing this strategy just before your big launch day in the app stores.
- On a monthly basis, 85% of smartphone and tablet users revealed that they use their device as a “second screen” when watching television, while a significant 40% said they did so on a daily basis³.

- Timing is everything, particularly in a rapidly moving industry like mobile gaming, and Television Advertising allows developers to reach their target audience at the ideal moment.

6. Co-Promotional Partnerships

- A mutually beneficial partnership can work wonders for a new app, with the overall cost of the venture often being reduced when both parties are receiving effective promotion from the agreement.
- Recently, *Shazam* and *Bravo* ventured into a co-promotional partnership, by allowing mobile users to access exclusive content from Shazam while simultaneously watching their favorite Bravo shows.
- The key to success for this marketing channel is to first identify what kind of partnership would work well for your style of app, so be sure to do your research before heading down this path. (Ref: Figure 3.28)



Figure 3.28 Co-Promotional Partnerships

7. Get Featured as an “App of the Day”

- Getting a feature spot as an “App of the Day” can easily skyrocket a new app into the realm of success.
- The great thing about being featured on already established sites, such as *App of the Day – 100% Free* and *App-o-Day*, is that users already trust these sources to deliver the best apps from around the world, increasing your chances of developing a solid base of users with high lifetime value.

8. Celebrity Features & Endorsements

- Endorsements from movie stars and singers provide a great channel for marketing your app, although this venture can be incredibly expensive.

- If you do have the budget to indulge in a marketing strategy such as this, be sure to research your chosen celebrities to ensure that they have an existing social media presence that is off the charts.
- During the first days of launching Draw Something 2, Enrique Iglesias and Jennifer Lopez were employed to tweet to their combined 12 million followers, generating a great deal of internet chatter about the new game.

15. Explain about Profiling and Targeting in mobile marketing.

Single-Device User Tracking

- Single-device user tracking technologies track a user only on one specific device (e.g., on a desktop computer, mobile phone, or tablet).
- Moreover, in most cases, single-device user tracking technologies only track a user within one browser (e.g., Google Chrome) on that device.
- The most popular single-device tracking technologies are first- and third-party cookies. Additional technologies include digital fingerprinting, advertising identifiers, local storage, and tracking pixels.

Cookies

- A cookie (also referred to as an “HTTP cookie,” Internet cookie, or browser cookie) is, in simplified terms, a small piece of data sent from a publisher’s or advertiser’s server (i.e., a website) to a user’s browser and stored on the user’s device (Cristal 2014).
- A cookie usually contains a unique number called a “Cookie-ID” that identifies the user, e.g., “177’239’342’526’456’932.”
- Each cookie also has an expiration date, which is the date on which the browser will automatically delete the cookie.
- Every time a user accesses the website (or one of the websites) to which the cookie belongs (see below for further details on how different types of cookies track users across one or multiple websites), the website reads the cookie and stores its Cookie-ID, alongside information about the user’s behavior during the visit.
- In most cases, this information is stored on the server of the firm that created the cookie.
- **First-party cookies** are installed by the website that the user is visiting, e.g., a publisher such as the New York Times. So, all data collected by New York Times on

its website is first-party data. A simple test of whether a cookie is a first-party cookie is whether the cookie comes from the domain whose name appears in the user's browser window. A user can easily look up the installed cookies in their browser. For example, in Google.

- **A second-party cookie** is a cookie set by another website that belongs to the same owner. So, a publisher's second-party data refers to data received from the property (e.g., a website or an app) of a publisher that belongs to the same owner. For example, Meta's Social Network's second-party data is the data that the social network, Facebook, receives from other properties of the Meta conglomerate, such as Instagram, Oculus, or WhatsApp (Kraft, Miller, and Skiera 2021).
- **A third-party cookie**, in turn, is installed by a website that does not belong to the publisher that the user is visiting, e.g., a third-party ad server that is, for example, owned by a large advertising agency such as Havas. Third-party cookies can track a user across multiple websites. Third-party cookies can be placed in a user's cookie storage within the user's browser via an ad that an advertiser displays on a publisher's website. Specifically, because the user's browser loads the ad's content from the advertiser's server, the advertiser's server can store a third-party cookie on the user's device.

1. Digital Fingerprinting

- Digital fingerprinting involves gathering information about a user's device, and exploiting this information to identify the user.
- Fingerprinting can be either passive or active.
- Passive fingerprinting involves gathering information about the configuration of a user's device.
- Such a configuration has many attributes—e.g., CPU type, computer clock skew, display settings, scripts that are used, browser and operating system information, IP address, or language settings—and a passive fingerprint is essentially a string that contains all of this information.
- For example, the string “intel:00:00:01:chrome: windows” would be a passive fingerprint that includes CPU type, computer clock skew, browser, and operating system.

2. Advertising Identifiers

- Another single-device user tracking technology used on mobile devices (so-called mobile apps) relies on advertising identifiers, called mobile ad IDs (MAIDs).
- An advertising identifier is a string of hexadecimal digits assigned to a given device by the device's operating system, e.g., Apple's iOS or Google's Android.
- Apple's MAID is called Identifier for Advertisers (IDFA), and Google's MAID is called Google Advertising Identifier (GAID).

3. Local Storage

- Local storage-based tracking relies on the possibility to store data in the so-called local storage of the user's browser.
- Publishers and advertisers can use the local storage to save text-based information such as a unique user ID and other information to track a user's online behavior.
- The browser's local storage is a place to store items that are usually not passed back and forth constantly to publishers' or advertisers' servers. Also, first- and third-party websites can access and use local storage to identify a user.

4. Comparison of User Tracking Technologies

We compare the various technologies by the following six criteria:

- **User Identification:** Describes whether a user tracking technology identifies a user on a first-party website (e.g., the publisher's website) or third-party website (e.g., other publishers' websites), and whether a user tracking technology identifies a user on a single device (e.g., only on a desktop computer) or on multiple devices (e.g., on a desktop computer and a mobile phone).
- **Storage of User Identifier:** Describes whether a user tracking technology stores a user's identifier (e.g., a cookie) on the user's side (i.e., the user's client, for example, a user's browser) or on the firm's side (i.e., the firm's server).
- **Storage of Information on User:** Describes whether a user tracking technology stores a user's information on the user's side (i.e., the user's client, for example, a user's browser) or on the firm's side (i.e., the firm's server).
- **Expiration of User Identifier:** Describes whether a user identifier (e.g., a cookie) expires after some pre-defined date (e.g., after one year of setting the user identifier).

- **Deletability of User Identifier and Information on User:** Describes whether the user can delete the user's identifier (e.g., a cookie) or the information about the user (e.g., by deleting the user's browser cache).
- **Alteration of User Identifier:** Describes whether a user can alter the user identifier, for example, by changing the user's browser configuration.

Importance of Profiling, and Targeting

- In this subsection, we discuss the practical applications of the technologies discussed above, from advertisers' and publishers' perspectives. Following Kraft, Miller, and Skiera (2021), we distinguish between tracking, profiling, and targeting (Figure 8).
- Loosely speaking, as noted above, tracking refers to collecting data about users over time (which might include personal data).
- Profiling involves identifying the data that are valuable for the firm, and using these data to create information about individual users (e.g., characterizing users according to demographic information such as age and gender). This step can enable a firm to distinguish between users that it views as more valuable versus less valuable.
- Finally, targeting refers to using these profiles to treat some users differently from others. (**Ref: Figure 3.29**)



Figure 3.29 Relationship between Tracking, Profiling and Targeting for Online Advertising

- For advertisers, targeting involves selecting profiles of users who are likely to be suitable audiences for a specific ad (e.g., women with kids), or conversely, selecting ads that are likely to be suitable for a specific user.
- For a publisher, targeting generally involves presenting users with content (e.g., news content for a news publisher) that suits their interests.
- We note that herein, we focus on targeting users on the basis of data that have been collected about them through tracking technologies; this form of targeting is referred to as "behavioral targeting". It contains "retargeting," also referred to as "remarketing" or "behavioral retargeting. A typical setting for retargeting is an online shop where a user puts a product into a shopping basket but does not purchase it.

- The online shop can now inform a retargeting provider such as Criteo about this behavior.
- The retargeting provider then puts up ads of the online shop and the abandoned product on many other websites.
- So, the user suddenly observes an ad about the specific product on another website (e.g., an online newspaper) even if this website is unrelated to the online shop
- “contextual targeting” is the other major form of targeting in online advertising. It uses the context in which the user appears (e.g., viewing a news forum on investment advice) to draw conclusions about the user’s interests and the ads that are likely to be relevant for her. (Ref: Figure 3.30)
- For example, a user reading an article about investment advice might be interested in financial products.



Figure 3.30 Forms of Targeting in Online Advertising

1. Importance for Advertisers

- The capacity to accurately target user’s benefits advertisers in enabling them to avoid wastage, i.e., displaying ads to irrelevant.
- A common prerequisite for being willing to pay more for an ad is the ability to measure the success of an ad, and thereby to confirm that the ad is indeed reaching a relevant audience. Many success measures exist, with the most common being the following:
- Users’ probability of clicking on the ad, referred to as the “click-through rate” (i.e., the number of clicks divided by the number of impressions of the ad);
- Users’ probability of converting, referred to as the “conversion rate” (i.e., the number of conversions divided by the number of clicks on the ad); in many cases, a conversion is defined as a purchase, but the term can also refer to a wide range of

other actions that benefit the advertiser, such as subscribing to an online newsletter or signing up for a product demo

2. Importance for Publishers

Publishers also have an interest in tracking, profiling, and targeting.

- a) **First**, a publisher may offer a wide range of content, with different levels of appeal for each user. In these cases, the publisher may want to present each user with the content that is most suited to the user's interests. For example, a news website could prioritize displaying news about the user's favorite sports team or show the weather forecast for the particular area where the user lives. Profiling users can enable publishers to personalize their content in this manner.
- b) **Second**, a publisher can track users to observe what they are doing on the website, and then use this knowledge for various purposes—such as improving the website. For example, user behavior might lead a publisher to make changes to the user interface (e.g., the publisher observes that users often leave the website on a particular page and then realizes that links were missing from the page), to the content of the website or the presentation of the content. The improved website could then attract more users.
- c) **Third**, user tracking enables publishers to document their websites' reach. While it is possible to measure a website's overall number of page impressions without tracking individual users, tracking is necessary in order to measure the number of unique (or different) users who visit a website—for the simple reason that such measurement requires observing whether a given user has visited the website before.
- d) **Fourth**, benefit of tracking relates to the fact that the price that a publisher realizes from an ad impression is a function of the advertiser's willingness to pay (WTP) to display an ad to a particular user on the publisher's website. As discussed above, advertisers value the capacity to target specific users; thus, information that the publisher obtains about the user from tracking can, in theory, increase or decrease ad prices

16. What is meant social media influencer, How will he/she helps to promote digital marketing concept with example?

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- Influencer marketing is a form of marketing that enables businesses to collaborate with individuals who have a following for increased brand exposure. Companies may ask a person with a large following to publish social media content that promotes

their products or services. People often follow individuals they trust on social media, so if they see someone they follow advertising your business, there's an inherent trust factor you can lean on to boost your conversion rate.

- An integral part of any influencer strategy is figuring out which influencers might suit your company. For example, if you sell facial moisturizers, you may want to work with an influencer with a strong track record of success promoting skincare products. In this scenario, it's best to partner with individuals that meet this criteria because those who follow that specific influencer are interested in what they have to say.
- Once you find an influencer you like, reach out and see if you can strike a deal. For this transaction, you may allow them to receive a commission on all the products and services they sell. As an example, you might give them 10% of the revenue generated from the products and services they sell on your behalf. You'll need to review the numbers to see if this agreement is viable, and you might even want to partner with multiple influencers as a part of your influencer strategy.

Is influencer marketing effective?

- So, is influencer marketing effective? While your campaign's outcome comes down to your strategy, there are a few significant benefits to using this type of marketing. For instance, businesses earn an average of \$5.78 for every dollar they spend on influencer marketing (via Influencer Marketing Hub).

Advantages

- **Establish credibility and trust.** One of the reasons many businesses have a hard time selling their products and services is that they can't establish credibility. Your business must appear credible if you want people to buy from you. By partnering with an influencer that followers trust, you can quickly boost your credibility.
- **Cost-effective.** Another major benefit of using influencer marketing is that it's cost-effective. If you decide to use this tactic, you may generate a significant return on your investment as long as you partner with the right people.
- **Attract quality leads.** By using influencer campaigns, you can reach people who are likely interested in the products and services you offer. As a result, you may have an easier time increasing your conversion rate.
- **Boost brand awareness.** When you partner with influencers, you immediately get your products and services in front of hundreds of thousands of people. There are

even some influencers who have millions of followers. Therefore, there are plenty of ways to use influencer marketing to boost brand awareness.

Limitations of influencer marketing

- While influencer campaigns can provide many benefits, there are also a few limitations to consider.
- **For example**, collaborating with an influencer who isn't a right fit for your brand, is dishonest, or finds themselves in hot water, can set your marketing efforts back. This can also hurt your brand since the influencers you work with are a reflection of your business. Additionally, partnering with an influencer in the wrong industry can make selling your products or services difficult.
- That's why you always need to vet your influencers carefully. You should take a look at their background and make sure that the lifestyle they lead is compatible with your company. Otherwise, influencers promoting your products and services could reflect poorly on your company. It's a good idea to have professionals in your business who can communicate with influencers you want to partner with to learn more about them.

Is influencer marketing right for your business?

- Companies in the B2B and B2C spheres can benefit from influencer marketing. As long as you execute this marketing tactic effectively, you can grow your audience.
- However, note that this type of marketing isn't common for B2B companies to implement. Therefore, if you're in the B2B industry, you need to think carefully about how to partner with an influencer who can adequately expand your brand awareness and target the right market.
- On the other hand, if you're in the B2C industry, it can be a powerful marketing tactic that can increase your revenue.

17. Explain in detail the stages involved in website development.

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Creating a website consists of two main steps:

- a) website development
 - b) website design
- But it can also entail website programming, website publishing, and database management.

- Web development refers to the functionality of a website, while web design describes the look of a website.
- Both are equally important skills when it comes to building a website. You can have the best-looking website that is perfectly curated for your brand, but if it doesn't function properly, it's not going to be successful.

Types of website development

- There are a few different types of website development, but the most common types are front-end development and back-end development.

Front-end development

- Front-end development is what the user will see and interact with on the website. This typically involves website design and includes the website's colors, layout, fonts, and images. If you're a front-end developer, that means you're responsible for having a website look and feel a certain way.
- Front-end development involves using tools like Photoshop and Illustrator to create the website design. A front-end developer will also need to understand various programming languages, or coding languages, like HTML, CSS, and JavaScript. Understanding these programming languages is crucial so that a user can actually interact with the website with buttons and navigation menus.

Back-end development

- Back-end development is what the user doesn't see with the website. Back-end development is focused more on how the website works, rather than how it looks. This can include user authentication, network and hosting configuration, database interaction, and anything else that goes on behind the scenes of a website.
- A back-end developer is responsible for making sure everything is running smoothly within the website. For example, if people upload their information onto a website, a back-end developer is responsible for compiling and analyzing that data. A back-end developer needs to be familiar with server-side languages, like Ruby, .Net, and Python.

Full-Stack Development

- Full-stack developers can do both front-end and back-end development. A full-stack developer must be knowledgeable of both programming languages and server-side languages and needs to be able to handle all aspects of website development.

- Because hiring one person to the job is obviously much easier than hiring two people, many businesses prefer to hire full-stack developers. However, it's a very in-demand job in the tech industry.

Website Development Process entail

The development process will entail the following 8 steps:

Step 1: Information gathering

- Before you can actually build a website, you need to gather information. This will include your purpose, main goals, and target audience.
- Your purpose is essentially the reason behind creating this website. Is it for self-promotion or to provide information about a certain topic?
- Your goals are what you want to accomplish with this website. Having goals will give you a better idea of how to go about creating the website and what content to include. Your target audience is who your website is going to appeal to.
- Every business has a target audience, so make sure you figure out who yours is before actually creating the website. Imagine your ideal customer, including their age, gender, and interests.

Step 2: Planning

- Once you've gathered the basic information for your website, you then need to start planning it out.
- Using the information from the first step, you'll create a sitemap. A sitemap is a list of all the topics and sub-topics of your website.
- The sitemap will help you be able to visualize the website and how a user can jump from one page to another. This step is crucial so that you can create an attractive website that is easy to navigate.

Step 3: Design

- After you've planned the outline of the website, then you need to figure out how it's going to look. This will include all visual content, such as photos and videos. Be sure to keep in mind your target audience when planning the design of your website.
- For example, a public relations brand will have a very different website than a brand with a target audience of pet owners. You want your website to be catered towards your target audience's wants and needs.

Step 4: Content

- The content that you have on your website is one of the most important aspects of a website. Your content will convey your message to your audience and encourage them to use your website.
- But before you can write your content, you need to figure out your goals and purpose, which is why step 2 is so important. Your content should be relevant and interesting enough that your users keep coming back.

Step 5: Functionality

- At this step is when you'll actually start to build your website. This is also when all the above steps will come together to create the look and functionality of the website. You want your website to be user-friendly and easy to get around.
- The homepage will usually be created first, and then all the sub-pages will come after. You also need to make sure the website can be accessible from both a desktop and mobile phone.

Step 6: Testing

- Once the website has been successfully created, it's not quite ready to be launched just yet. It needs to be tested first. Testing the website can be a tedious process, but it's necessary to make sure the website is running properly.
- During this step, you'll test all the links and buttons on the website, check the spelling of everything, and make sure the website looks the same on a phone than it does on a computer.

Step 7: Launch

- After you've thoroughly checked the website and tested it a few times, now comes the exciting part: actually launching it. To launch your website, you need to upload it to a server.
- Once it's uploaded, you'll want to quickly run one last test just to double check that everything is correct. The website will now be viewable to the public.

Step 8: Monitoring and updates

- Even after you successfully launch your website, it's still crucial to go back and check it from time to time.
- Mistakes can happen, and it's important to stay on top of the website to make sure it remains in good shape. You want to fix any problems as quickly as possible and always keep your website up to date.



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DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE**CCW332- DIGITAL MARKETING****UNIT IV - SOCIAL MEDIA MARKETING**

Social Media Marketing - Social Media Channels- Leveraging Social media for brand conversations and buzz. Successful /benchmark Social media campaigns. Engagement Marketing- Building Customer relationships - Creating Loyalty drivers - Influencer Marketing.

PART A**1. What are the five pillars of social media marketing?**

- Strategy
- Planning and publishing
- Engagement
- Analytics
- Advertising

2. What are all the social media platforms I should use for my business?

- The answer to this social media marketing interview question is totally dependent on the type of the company you are interviewing for.
- Whether it's an eCommerce, Local, B2C or B2B company. So, before attending the interview, prepare yourself for the answer.

3. What is the impact of social media on marketing?

- First of all, the consumption of social media is so high and people use multiple social media platforms in a given day.
- So, it is important for brands to use social media marketing as one of their primary marketing strategy to reach their targeted customers, converting them

into users, keep existing customers brand loyal, solve their problems with the product, answer their queries, and more.

4. Why social media is so popular?

- Social media is so popular because there are multiple reasons people around the world use social media. Primary reasons are:
 - It gives the possibility to stay connected with friends and family.
 - It gives the opportunity to find and connect with new people.

5. List down some of the popular social media tools.

Following are the top social media tools to use:

- **Social Clout:** Social clout is a social media analytics tool which helps advertisers to track engagement and ROI.
- **OptinMonster:** OptinMonster lets the advertiser engage with visitors at the perfect moment.
- **Audience:** Audience is a social tool let's you find new target audiences and categorize them.

6. How can LinkedIn be used for marketing?

- LinkedIn is one top social media platform to promote oneself or business. It has 310 Monthly Active Users as of now.
- First of all, the business account needs to be optimized for search. Publishing engaging content on company page regularly can increase the followers.
- Rich content has proved themselves to be pretty useful and will be helpful in increasing the engagement rate

7. How will you boost Tweets or Twitter posts?

To best practices to boost tweets are:

- Find out the best time to post on Twitter
- Reach out to influencers and connect with them. Try to engage in a cross-promotional activity.
- We can use twitter paid ads to quickly reach out to our targeted audiences.
- Use hashtags properly. Not too much but the right ones to get more reach.

8. How social media can benefit a business?

- Social media helps business by building awareness of the business and their products. Social media can be used for customer engagement as customers can communicate directly with brands.
- Social media organic posts don't cost anything so even smaller companies can afford them. And, social media paid campaigns are relatively cheaper than many other online campaigns.
- Social media reaches all demographics. Social media users are active and sharing among their friends and family can help you reach more audience. Regularly engaging with your brand, makes you loyal thus it increases brand loyalty and value. Social media humanizes your brand.

9. How do you measure social media success?

The following are the metrics we can track to understand the success of the campaign

- Follower growth
- Likes and reaction to the posts
- Track Mentions
- Reach of your posts
- Comments and replies to the posts

10. What are best practices on Twitter?

Following are some of the best practices on Twitter

- Don't keep the tweets too lengthy that users won't even read. Tweets are supposed to be crisp and hitting.
- Don't use too many hashtags. Stick to maximum 2.
- With the help of Analytics, find what kind of tweets work and improve your strategy.

11. How to use Social Media to help website blog promotion?

We can use the following strategies to utilize social media for blog promotion.

- Sharing and promoting content across various platforms such as Pinterest, Tumblr, Facebook, Twitter, etc.

- Create a short video about the blog post and share on video sharing platforms such as YouTube.
- Convert them into infographics and share on sites such as Instagram
- Use different titles and descriptions based on the social media platform.

12. When do you not to engage on social media?

- It is one of the common social media marketing interview questions. Few negative comments are just for attention. You need to know which one really needs attention and which one is not. People do anything to get attention nowadays and we don't need to waste our resource on those kinds of comments.

13. What is the best time to post on social media?

It depends upon the social media platforms.

- **Facebook**-The best time to post on Facebook is 9 am to 3 pm on Weekdays.
Sunday has the least engagement.
Wednesday has the best day to post on Facebook.
- **Instagram**-The best time to post on Instagram is from Tuesday to Friday from 10 am to 3 pm.
Wednesday has the best day to post on Instagram.
Best time to post on Instagram is Wednesday at 11 am and Friday 10-11 am.

14. What are some general tips for social media success?

Some general tips for social media success are:

- Find the best platforms for your market and business
- Find and connect with influencers for cross-platform marketing
- Grow your audience by publishing quality content consistently and at the right time.
- Engage with your audience. Connect with them to understand better.
- Set goals at the planning stage and measure results periodically and tweak wherever needed.

15. How long will it take to see results from social media marketing?

- It depends on a lot of factors.

- It also depends on what results actually means to your business. Engagement and leads might take longer and it's about how good your content and strategy are. If you are looking for shares, fans, comments, other engagements you should see results in a month provided how engaging you and your content is.

16. Why did Google Plus fail?

- Some of the online social media marketing interview questions and answers guides still not updated the answer and they talk about how good Google plus for the business.
- Google plus has been shut down last year and Google plus didn't take off because Google didn't have a clear strategy when they launched Google plus.
- They started because they were afraid of Facebook which had been around for a while and was getting popular. But unlike, Facebook Google plus was not simple and clear to the users.

17. How to improve Facebook organic reach?

- To improve Facebook organic reach, you need to share content which is specially designed to generate shares and attention. Take time and effort to engage with your audience.
- Increase your organic reach with paid promotion. Use Facebook as a community hub to connect with a lot of people.
- Collaborate with Facebook influencers so your business will be in the eyes of their followers. Find the right time to post on Facebook to improve your EdgeRank.

18. What is Facebook EdgeRank? Why is it important?

- Facebook Edge Rank is an algorithm created by Facebook to determine what users see in their news feed. It gives value to each Facebook post depends on various factors.
- Facebook EdgeRank helps users to get content they will most likely to like and lets them spend more time and return to Facebook more often.

19. How to improve your Facebook EdgeRank?

- **Post rich content:** Use photos, videos, GIFs to attract more users.
- **Post regularly:** Affinity is an important factor in EdgeRank

- **Keep it short:** Social media users don't like to read paragraphs on social media. So keep it short and crisp.

20. How social media helps SEO?

- Social media content gets indexed in search engines. Social media profiles rank in search results.
- Social media channels act as search engines so, people search about a brand/business in social media. So, having a good social media profile is essential to increase brand awareness.

21. How do you get more retweets?

- One of the most expected Social media marketing interview questions. We can get more retweets by following few methods like
- Tweeting at the right time
- Asking for retweet,
- Tweet links which our followers would like to share with their followers,

22. How do you deal with negative comments or an online reputation crisis?

- There is a list of things I do follow in order to tackle negative comments or an online reputation crisis such as:
- **Acting quick** – Before the issue becomes big and become viral, respond appropriately and provide or promise a solution to the user or users. Respond to the posts or comments in a polite way with a relevant and convincing answer.
- **Not deleting it** – Deleting it makes it look like their claim is real and we are afraid of truth going out.
- **Informing the management** – to let them know the situation and let them share any of their ideas

23. Why YouTube is important for marketing?

- As video consumption is increasing day by day, YouTube is the King of the jungle which is actually the second most popular search engine. It gets more than 3 billion video views per day.
- If you need to promote videos, YouTube is one of the top places you should be looking for. If your video gets wildly popular, it will be featured on YouTube homepage which will make further improving the reach.

24. Is Social Media Marketing Better For B2C Or B2B Businesses?

- Social media is important to all kinds of business. But the end goal and strategy should be different.
- B2B companies need to use some serious tone and share valuable content which helps users.
- B2C companies can share some lightweight content, hilarious social media posts to engage with their targeted audience.

25. How does customer service fit in social media strategy?

- Social media is generally to connect with friends and family. To find new people and engage with them. So, even when businesses enter into social media, it's primary purpose is customer service as the platform is basically about people and not about brands.
- When companies have started their social media channels, customer service may not have been an intention.

26. How about we run a free contest on our FB page where fans like and share our posts to win?

- Facebook doesn't support posts that encourage users to like and share to win something. Because it is like cheating Facebook EdgeRank algorithm to improves its ranking. So, we should not run a free contest on Facebook page where fans like and share posts to win.

27. What makes a piece of social media content successful?

- One of the primary reason a content go viral is how much people can relate themselves to the content.
- For example, a funny or emotional video of brother/sister makes real-life brothers and sister share it with each other. So, the content should be relevant to your target users so they can relate to the content.

28. How LinkedIn should be used to promote business?

Companies can gain social media advantage through LinkedIn by:

- Participating with relevant groups.
- Creating a group and nurture it.

- Sharing relevant industry and business updates.
- Sharing ideas, tips, tricks to targeted audiences which makes them follow your page and engage regularly.

29. How to use Instagram for social media marketing?

We can use Instagram for social media marketing by

- Utilizing product teasers that could urge people to purchase.
- Using sponsored ads to reach more targeted audience.
- Finding and connecting with influencers.
- Crafting a consistent brand on Instagram.

30. What are social media calendars and How did you create one?

- It is one of the most common social media marketing interview questions. Social media calendars are apps or excel sheets used to schedule posts in advance.
- It will help you track which content will be shared so you can plan accordingly for the future.

31. What are all the elements of a viral video?

- There are numerous elements to consider when making a viral video:
- The strategist needs to figure out the target audience for the video. If the video appeals to masses instead of narrow or niche-targeted people, the possibility of going viral is high.

32. What are all the skills required to become a social media manager?

Social media manager should have the following skills:

- The ability to plan a strategy for the business.
- Very good communication skills and convincing skills.
- Very good verbal communication and copywriting skills.
- Creativity to develop innovative campaigns and content
- The ability to be both data-driven and creative while being people's people.

33. What are the responsibilities of a social media manager?

Social media manager has the following responsibilities:

- Understanding the company's goal.
- Understanding the business model, products, market and competitors.
- Planning, strategy and goal setting.
- Online reputation management.
- Work with internal stakeholders.

34. Mention few common social media marketing mistakes by brands

Some of the most common social media marketing mistakes brands make are:

- Not having a social media strategy in the first place
- Not understanding what their user wants
- Ignoring negative comments
- Publishing content like a faceless corporate instead of showing a human side

35. Which key performance indicators do you consider to measure the performance of your social media initiatives?

There are various KPIs I consider important to measure the performance. It is important to target the right KPIs to get the desired result.

Some of my important KPIs are:

1) KPIs for Reach

- Followers or Subscribers count, Number of Impressions, Amount of traffic to the website, Audience growth rate, Post reach, Share of voice.

2) KPIs For engagement

- Number of Likes, Number of Shares, Number of Comments, Number of Mentions, Average engagement rate

3) KPIs for conversion

- Sales revenue, Conversion rate, click-through rate

36. What is on-page and off-page optimization?**Nov 2024**

- On-page SEO focuses on optimizing parts of your website that are within your control, while off-page SEO focuses on increasing the authority of your domain through content creation and earning backlinks from other websites.

37. What is Engagement marketing?**Nov 2024**

- Engagement marketing is the strategy and content required to create meaningful customer interactions and build brand loyalty. It's a cross-channel, inbound marketing approach that includes:
 - Email marketing
 - Content marketing
 - Social media marketing
 - Marketing automation

PART-B**1. What is Social Media Marketing? Explain in detail.**

- Social media marketing is the use of social media platforms to connect with your audience to build your brand, increase sales, and drive website traffic. This involves publishing great content on your social media profiles, listening to and engaging your followers, analyzing your results, and running social media advertisements.
- The major social media platforms (at the moment) are Facebook, Instagram, Twitter, LinkedIn, Pinterest, YouTube, and Snapchat.
- There are also a range of social media management tools that help businesses to get the most out of the social media platforms listed above. For example, Buffer is a platform of social media management tools, which can help you achieve success with your social media marketing. Whether you want to build a brand or grow your business, we want to help you succeed.

A Quick Overview of Social Media Marketing

- Social media marketing first started with publishing. Businesses were sharing their content on social media to generate traffic to their websites and, hopefully, sales. But social media has matured far beyond being just a place to broadcast content.
- Nowadays, businesses use social media in a myriad of different ways. For example, a business that is concerned about what people are saying about its brand would monitor social media conversations and respond to relevant mentions (social media listening and engagement).
- A business that wants to understand how it's performing on social media would analyze its reach, engagement, and sales on social media with an analytics tool (social media analytics).
- A business that wants to reach a specific set of audience at scale would run highly-targeted social media ads (social media advertising).

The Five Core Pillars of Social Media Marketing**1. Strategy**

- Before you dive right in and publish something on social media, let's take a step back and look at the bigger picture. The first step is to think about your social media strategy.

What are your goals? (Or) How can social media help you achieve your business goals?

- Some businesses use social media for increasing their brand awareness, others use it for driving website traffic and sales.
- Social media can also help you generate engagement around your brand, create a community, and serve as a customer support channel for your customers.

Which social media platforms do you want to focus on?

- The major social media platforms, mentioned above, are Facebook, Instagram, Twitter, LinkedIn, Pinterest, YouTube, and Snapchat.
- There are also smaller and up-and-coming platforms, such as Tumblr, Tik Tok, and Anchor, and social messaging platforms, such as Messenger, WhatsApp, and WeChat.
- When starting out, it's better to pick a few platforms that you think your target audience is on than to be on all platforms.

What type of content do you want to share?

- What type of content will attract your target audience best? Is it images, videos, or links? Is it educational or entertaining content?
- A good place to start is to create a marketing persona, which will help you answer these questions. And this doesn't have to be fixed forever; you can always change your strategy according to how your social media posts perform.
- To help you create a great social media strategy, here are our long-form, step-by-step guides on creating a social media strategy and social media marketing plan.

2. Planning and Publishing

- Social media marketing for small businesses usually starts with having a consistent presence on social media. Close to three billion people (3,000,000,000!) use social media. By being present on social media platforms, you give your brand an opportunity to be discovered by your future customers.

- Publishing to social media is as simple as sharing a blog post, an image, or a video on a social media platform. It's just like how you would share on your personal Facebook profile. But you will want to plan your content ahead of time instead of creating and publishing content spontaneously. Also, to ensure that you are maximizing your reach on social media, you need to publish great content that your audience likes, at the right timing and frequency.
- There are now a variety of social media scheduling tools, such as Buffer Publish, that can help you publish your content automatically at your preferred time. This saves you time and allows you to reach your audience when they are most likely to engage with your content.**ext Door**

3. Listening and Engagement

- As your business and social media following grow, conversations about your brand will also increase. People will comment on your social media posts, tag you in their social media posts, or message you directly.
- People might even talk about your brand on social media without letting you know. So you will want to monitor social media conversations about your brand. If it's a positive comment, you get a chance to surprise and delight them. Otherwise, you can offer support and correct a situation before it gets worse.
- You can manually check all your notifications across all the social media platforms but this isn't efficient and you won't see posts that didn't tag your business's social media profile. You can instead use a social media listening and engagement tool that aggregates all your social media mentions and messages, including posts that didn't tag your business's social media profile.

4. Analytics and Reporting

- Along the way, whether you are publishing content or engaging on social media, you will want to know how your social media marketing is performing. Are you reaching more people on social media than last month? How many positive mentions do you get a month? How many people used your brand's hashtag on their social media posts?
- The social media platforms themselves provide a basic level of such information. To get more in-depth analytics information or to easily compare across social media platforms, you can use the wide range of social media analytics tools available, such as Buffer Analyze.

5. Advertising

- When you have more funds to grow your social media marketing, an area that you can consider is social media advertising. Social media ads allow you to reach a wider audience than those who are following you.
- Social media advertising platforms are so powerful nowadays that you can specify exactly who to display your ads to. You can create target audiences based on their demographics, interests, behaviors, and more.
- When you are running many social media advertising campaigns at once, you can consider using a social media advertising tool to make bulk changes, automate processes, and optimize your ads.

2. Explain in detail various social media channels.

The rankings on our list are based on the relevance to brands and creators, as well as the number of Monthly Active Users (MAUs).

1. Facebook — 2.96 billion MAUs

- Facebook is the largest social networking site, with nearly 3 billion people using it monthly. This means roughly 37% of the world's population are Facebook users.
- More than 200 million businesses (mostly small businesses) use Facebook tools, and more than seven million advertisers actively promote their business on Facebook, which makes it a pretty safe bet if you want to have a presence on social media.
- It's easy to get started on Facebook because almost all content formats work great on Facebook — text, images, video content, and Stories. But the Facebook algorithm prioritizes content that sparks conversations and meaningful interactions between people, especially those from family and friends.
- To learn more about how to start conversations on Facebook, check out our guide to marketing your business on Facebook — and measuring your results are shown in fig 4.1.

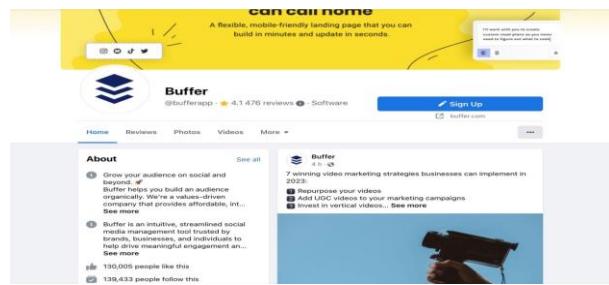


Fig 4.1 Facebook

2. YouTube — 2.2 billion MAUs

- YouTube is a video-sharing platform where users watch a billion hours of videos daily. Besides being the second largest social media site, YouTube is often called the second largest search engine after Google, its parent company are shown in fig 4.2.

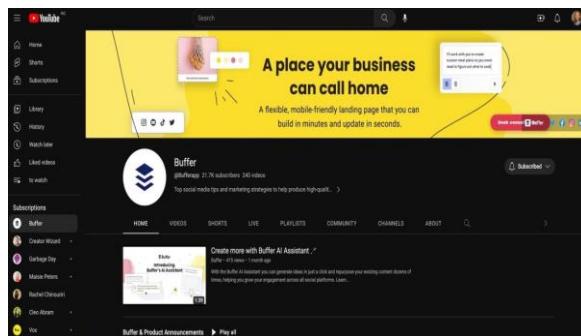


Fig 4.2 YouTube

- So if you use video to promote your business, then you definitely need to add YouTube to your marketing strategy. To get started, here's how to create a YouTube channel for your brand. And to help your videos get discovered by more people, we recommend reading up on YouTube SEO or considering advertising on YouTube to increase your reach.

3. WhatsApp — 2 billion MAUs

- WhatsApp is a messaging app used by people in over 180 countries. Initially, people originally used WhatsApp to send text messages to their family and friends. Gradually, people started communicating with businesses via WhatsApp are shown in fig 4.3.



Fig 4.3 Whatsapp

- WhatsApp's business platform allows businesses to provide customer support and share updates with customers about their purchases. For small businesses, there's the WhatsApp Business app, while enterprise businesses can use the WhatsApp Business API.
- As the most widely used messaging platform, WhatsApp can be a great customer service channel for your business. Check out these WhatsApp Business user success stories.

4. Instagram — 2 billion MAUs

- As a visual social networking platform, Instagram is the place for showcasing your products or services with photos or videos. On the app, you can share a wide range of content such as photos, videos, Stories, reels, live videos, and IGTV for longer-form videos are shown in fig 4.4.
- As a brand, you can create an Instagram business profile, which provides rich analytics of your profile and posts and the ability to schedule Instagram posts using third-party tools. It's also a great place to get user-generated content from your audience because users frequently share content and tag brands.

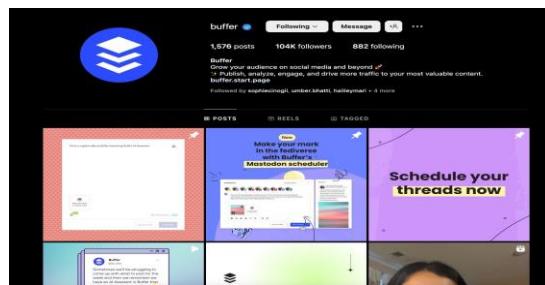


Fig 4.4 Instagram

- To help you use Instagram like a pro, we have a complete guide to Instagram marketing.

5. WeChat — 1.26 billion MAUs

- WeChat was released in 2011 by Tencent, one of China's biggest tech companies. Like WhatsApp and Messenger, WeChat was originally a messaging app, but it's evolved into an all-in-one platform. Besides messaging and calling, users can shop online, pay bills, buy groceries, transfer money, make reservations, book taxis, and more are shown in fig 4.5.
- WeChat is the most popular social media platform in China and other parts of Asia. So if you want to boost your brand in China (where popular social networks like Facebook and Twitter are banned), WeChat is a good alternative. You can run ads on the official WeChat account or on WeChat Moments. There are also many WeChat-based influencers who can help your brand reach millions of Chinese consumers.

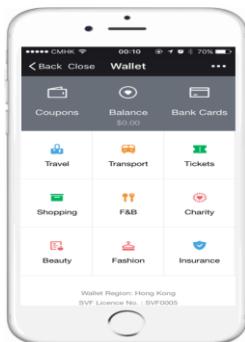


Fig 4.5 WeChat

6. TikTok — 1 billion MAUs

- TikTok (known as Douyin in China) is a short-form video-sharing app. Despite only launching in 2017, it's one of the fastest-growing apps in the world and recently overtook Google as the most visited internet site.
- TikTok allows users to create and share videos between 15 and 60 seconds long, and the app has a vast catalog of sound effects, music snippets, and filters to enhance the videos and make them more appealing are shown in fig 4.6.

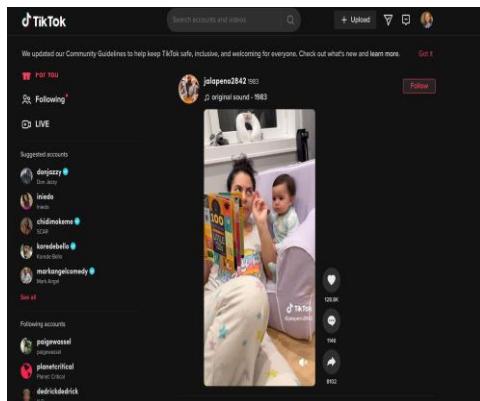


Fig 4.6 Tik Tok

- You can find videos relating to almost all interests, ranging from lip-syncs, dancing, and challenges to DIY tricks and make-up tutorials. About 47.4% of TikTok users in the U.S. are aged 10-29. So if your target demographic is young, then TikTok is a great platform for your business to be on.
- We've added TikTok scheduling to our publishing platform! You can plan and schedule TikTok posts in advance to help you grow your brand and increase your followers!

7. Sina Weibo — 573 million MAUs



Fig 4.7 Sina Weibo

- “Weibo”means “micro-blog” in Chinese. Launched by the Chinese technology company Sina Corporation in 2009, Sina Weibo or simply Weibo is, you guessed it, a microblogging platform that compares to Twitter and Instagram are shown in fig 4.7.
 - Through Weibo, users can post images, videos, and stories, see trending topics, use hashtags in posts, and use the platform for instant messaging.
 - In comparison to WeChat, Sina Weibo has a younger demographic, and it offers more informational and trending content. In fact, The New York Times said Weibo is the place to be if you “want to go viral” in China. Weibo also
- Prepared by :Mrs.G.Vasanthi, AP/AIDS

allows businesses to set up official and verified accounts to communicate with their followers and to use paid advertising.

3. Explain Leveraging Social Media for Brand Conversations and Buzz.

10 ways to leverage social media for your business

1. Post on relevant social media networks

- Brands often assume they need to be present on every platform to have an effective social media strategy. But in reality, brands only need to be where their target audience lives.
- Each platform has unique tools and features, but not all of them will suit your needs. First, figure out which platforms align well with your business. Then you can focus your time and resources on the channels that will drive the highest ROI for your program.

2. Optimize content for each platform

- After choosing the right platforms, you need to select content best suited for each. Photo and video content are the most valuable for achieving social goals, but marketers must still strategize where, how, and when to post them.
- While it's unnecessary to post on every channel, most successful brands are active on more than one. They might post video content on Facebook and YouTube to showcase the stories of their clients and employees. Instagram, meanwhile, might be used to capture eye-popping static images and share facts and updates about the company.

3. Be consistent

- Consistency is critical for successful social media content marketing.
- Create a schedule that outlines when to post and considers the types of content and frequency of posting that audiences are most likely to engage with. Software like Hootsuite and SocialPilot can help automate posting according to your content calendar, so you don't have to worry about manually uploading each post.

- Remember, consistency goes beyond just making regular posts. You should also be consistent in your brand's messaging, tone, and aesthetics across all social networks.

Pro Tip: Brands often overlook the style of their uploaded images. Decide on a particular color scheme or filter for your photos, and use the same edits to maintain consistency.

4. Engage followers

- The best way to organically grow your social media reach is to interact with your followers and influencers. Meaningful interaction can be as simple as liking your followers' posts and pages on Facebook or thanking them in the comments when they share your posts. Social media content marketing is all about forging lasting relationships with your followers and even a seemingly minor gesture goes a long way to establishing brand loyalty.
- One of the ways GoPro engages is by amplifying the voices of their followers and influencers through shared posts. Check out this gorgeous photo from one of their influencers, which they reposted on the company's main Facebook account.

5. Use influencer marketing

- Studies show that influencers produce 11 times more ROI than any other marketing approach—one of the many reasons experts believe influencer marketing will become a \$15 billion industry in 2022.
- Partnering with social media creators is one of the best ways brands build an authentic relationship with consumers. Influencers have dedicated followings of people who trust their recommendations for new products and services. Plus, these creators produce studio-quality content (for a fraction of the price) that brands can repurpose across all relevant social media platforms.
- You'll have the most success with influencer marketing when you find a creator who aligns with your mission and values. When they use your products, love your brand, and believe in both, they will have no problem providing you with honest endorsements.

6. Pay to promote your posts

- The organic reach of social media content is getting increasingly harder to come by. Partnering with influencers is one great way to boost your reach, but paid promotions are now crucial to successful social media strategies.
- Paid advertisements help you target specific audience groups to share your content with. This increases your reach, visibility, and brand awareness. A paid ad also typically includes a call-to-action button within the ad creative. Be sure to track audience responses and engagement rates on these ads to optimize your campaign performance.

Pro Tip: Remember: Paid social media content marketing doesn't work the same way on every network. Facebook ads are different from Twitter ads, etc. You will need to customize your strategy for each platform.

7. Balance promotional and helpful content

- Resist the urge to promote and talk about your product online constantly. Social media content marketing is about creating content that the users will find helpful when they're ready to make a purchase decision.
- The best way to grow your brand organically is to have customers come to you rather than the other way around. You accomplish this by earning a reputation for being a trustworthy authority in the industry. By creating content like tutorials, product reviews, and industry thought leadership in general, you'll see a drastic rise in your followership.
- Statistics reported that 38% of respondents found online reviews "very important" in making a purchase decision, while 19% found them "extremely important." Accumulating positive reviews on your product or service is another excellent way to build your brand reputation and establish yourself as an industry authority.

8. Offer rewards

- Offering rewards to your social media followers through giveaways, challenges, and other promotions is a great way to increase engagement and create a fun buzz around your brand. Brands usually need only a small investment for most reward programs, but it can lead to massive returns and even "viral" status when done effectively.

- A prime example is DSW's #DSWCutLoose challenge. The shoe retailer asks followers to film themselves dancing to the Footloose soundtrack and post the video on social media for a chance to win a \$200 gift card. The company invested just \$2,000 in prizes while the video submissions accumulated more than 8 billion views on TikTok.

9. Learn as much as possible about your audience

- Use social media to learn everything you can about your target audience. Tools like Facebook and Instagram Insights, Twitter Analytics, and Google Analytics help determine which platforms give you the most engagement. But more importantly, you discover your users' genders, locations, ages, interests, and a lot more.
- Social listening tools are a helpful way to listen in on consumers' online conversations about your brand, even if they don't tag you in the post.

10. Analyze and optimize

There are two things to consider when it comes to analysis and optimization.

- **First**, you must regularly analyze your social media content marketing metrics to gain insights into your social media activity. By figuring out what's working and what isn't, you'll save valuable resources and increase your ROI.
- **Secondly**, you must consider your brand's and your influencers' outreach. Remember, it's not enough to simply collaborate with influencers. To make the most of your influencer marketing program, you need the right creators for your program.
- A creator management platform alleviates these pain points.
- An effective platform allows you to filter influencers based on their relevance to your social networks, category, engagement rates, and fan following to find the right creators to recruit into your social media content marketing strategy. The creator management platform should also help you track and analyze key data so that you can find actionable insights from your influencer campaign.
- At the end of the day, you'll quickly zero in on a strategy that works best for you. You'll also be able to optimize your existing social media content marketing efforts to grow your business further.

Social media marketing examples from successful brands

1. National Geographic

- National Geographic implements a perfect blend of fun and education into its social media strategy. One of the most successful ways NatGeo boosts engagement is by occasionally reposting the work of amateur photographers on its main page. This leads to hundreds of amateur photographers tagging the brand daily from their personal accounts.
- NatGeo ran a successful collaboration and #Lookingup awareness campaign with Prince Harry in 2019. The project asked fans and professional photographers to snap their favorite tree at an upward angle “to raise awareness for the vital role trees play in the earth’s ecosystem.” The Duke of Sussex then picked his favorites to post on the National Geographic main account and the Sussex Royal Family account.

2. Dunkin'

- Dunkin' dominated TikTok in 2021 and owes much of its success to its collaboration with social media megastar Charli D'Amelio. Dunkin' leveraged Charli's massive social media following to gain the adoration of Gen Z consumers and grow its TikTok audience to more than 3 million followers. And because Charli was also a loyal brand fan, she had no problem giving Dunkin' honest product endorsements on more than 120 of her posts.

3. Dove

- Dove empowers its fans as much as any other major brand. The company's mission is to break down unrealistic beauty standards and prove that beauty comes in all forms. Dove's willingness to uplift women from all different backgrounds has helped it build enormous trust and loyalty among millions of consumers.

How Social media Campaigns is performed?

Step 1: Define Your Social Media Campaign Goals

Step 2: Identify the social media channels you'll use

Step 3: Plan your social media campaign strategies

Step 4: Choose the metrics you want to monitor

Step 5: Create a social media content calendar

Step 6: Design Your Marketing Assets Using Free Online Tools

Step 7: Schedule Your Posts Using Content Scheduler In Adobe Express

Step **8:** Manage Your Campaign

Step 9: Analyze the Results

Step 1: Define Your Social Media Campaign Goals

- We'll take a leap and presume you want to launch a social media campaign for more than just kicks. It's more likely for sound business reasons, like promoting a new product or an initiative that's part of your **overall marketing plan**.
- Whatever your reasons, successful social media campaigns start by identifying specific campaign goals. Below are some examples of specific campaign goals:
 - Heighten brand awareness
 - Increase website traffic
 - Generate new customers
 - Boost sales and revenue
 - Inspire customer engagement
 - Build or strengthen your brand's community
 - Get customer feedback
- So, what are your goals beyond promoting a specific product or initiative? Define your goals in writing so you can refer to them as you formulate the rest of your social media marketing strategy.

Step 2: Identify the social media channels you'll use

- Now that you have your goals defined, focus on how to achieve them, starting with which platforms you'll use to run your campaign.

Some of the most popular social media platforms and channels include:

- Facebook and Facebook Live
- Instagram, Instagram Live, Instagram Stories, and IGTV
- Pinterest
- Snapchat
- TikTok
- YouTube

- Twitter
- LinkedIn
- You probably already have a good sense of where to reach your target audience and loyal brand followers, and which social media channels will help you reach your goals. If you do, turn to those channels. Also consider branching out, especially since it doesn't cost anything to post on multiple platforms are show in fig 4.8.
- If you don't have a well-established social media presence or need guidance to understand the benefits of one platform over another, read about the **top social media sites**.



Fig 4.8 social media channels

Step 3: Plan your social media campaign strategies

- Once you've determined your platform(s), outline the types of campaign content you plan to create for each social media channel.
- This goes beyond deciding that you will craft social media posts, videos, or both. It's also about determining specific types of posts or videos that feature key messaging and visuals to support your goals.

A few examples of goals and content tactics include:

- Building your newsletter audience by hosting a giveaway on a digital platform that collects the email addresses of entrants.
- Building the number of social media users who are following you by hosting an **Instagram giveaway** where entrants need to follow your brand and tag a friend.
- Getting feedback from loyal users by crafting an Instagram Stories poll.
- Generating revenue by promoting a sale, discount, or special offer.

- Remember to always tie your concepts and messaging back to your goals, so you can go to the next step.

Step 4: Choose the metrics you want to monitor

- One of the coolest things about social media marketing programs is that pretty much everything is measurable. Look at your goals and chosen social media platforms and decide what metrics make sense.
- For example, if your social media campaign strategy includes Facebook with a goal to inspire consumer engagement, make one of your measurable success metrics revolve around getting likes, comments, or shares.
- If you want to leverage Instagram for customer feedback, consider running an Instagram Stories poll. Aiming to broaden your newsletter subscriber base? Your metric is the number of new subscribers you get through your campaign.
- Even things like Tweets and retweets become easily tracked if you assign your campaign a unique hashtag — search for the hashtag at the end of the campaign and the number of results that come up is your metric.

Step 5: Create a social media content calendar

- Successful social media campaigns have a start and end date, and a detailed calendar of what happens in between. And this is where our content calendar tool, Content Scheduler, comes in.
- Content Scheduler allows you to clearly plan, prepare, and organize your upcoming campaign content by date and channel, allowing you to easily see what is going live when and where.
- Don't hesitate to create content for all your social media accounts that promotes your campaign — even if your campaign is running on only one or two of them. For example, if you're running an Instagram giveaway, why not promote it on Facebook and include a link that drives traffic to your campaign.

Step 6: Design Your Marketing Assets Using Free Online Tools

- Once your plans are in place, it's time to design compelling marketing assets and content that will win eyeballs and hearts. The only way to do that in the social media world is through spectacular visuals.

- There's more good news here. Today's online tools make crafting every type of digital post so easy, you don't need a design background to create pro-level campaign banners, logos, posts, videos, and more.
- Tap on any of the following free templates to customize your own: Free, customizable social media banners

Step 7: Schedule Your Posts Using Content Scheduler In Adobe Express

- Before beginning your campaign, you can again leverage our social media management tool, **Content Scheduler** within Adobe Express.
- Content Scheduler practically manages your campaign for you, starting with scheduling your posts to publish at specific dates and times – upload your content, schedule the publishing dates, and you can practically kick back, eat bonbons, and watch your campaign flourish. (We say practically because of the few things you'll need to do in real-time in the next step.)
- Be sure to schedule your posts for when your community is more active on your social media accounts. If you're not sure when that is, check out our blog on the **best times to post on social media**.

Step 8: Manage Your Campaign

- Remember the bonbons? You'll have to put them aside for a bit longer because an essential part of great social media campaigns is managing the campaign as it goes.
- If your plan is working as you hoped, your efforts may focus on engaging with users and customers. Answer questions and "like," comment on their comments, and so on.
- But this is also the time where you should monitor engagement in real time and adjust your strategies if necessary. If you're not getting the response you hoped for or are seeing more success on one channel or campaign initiative than on another, you can pivot your social media strategy for better results.

Step 9: Analyze the Results

- Half the value of a social media campaign is in the ROI associated with your goals. The other half is the insight you'll glean from the experience. Once your campaign is over, evaluate what worked, what didn't, what you learned from your customers,

and what you would do differently next time. This insight will help you with your next social media campaign and all of those that follow!

5. How Engagement Marketing is done in social media?

Write about the latest customer engagement strategies adopted by E-Commerce companies like Amazon and flipkart with an inference.

Nov 2024

What is engagement marketing?

- Engagement marketing (a.k.a., experiential marketing) uses strategic content to engage customers and invite them to interact with the brand.
- It sees customers as interactive collaborators instead of just recipients of numerous generalized marketing messages.
- Customer engagement employs high-quality, targeted content in a two-way conversation between your business and your audience to create and maintain meaningful interactions.
- You can publish thought-provoking tweets that get replies, tell your audience to upload a photo of their funniest moments, create mini-videos, run surveys, and so much more. The key is to encourage your audience to engage with your brand, with you.

How to tackle engagement marketing for your small business

You can run your engagement marketing campaigns in many ways. Use the five steps below as your starting point.

Step 1: Identify Your Audience

- Your target audience's identity will influence how you run your engagement marketing. Knowing your ideal buyers' quirks will impact your brand positioning, the features you add to your products, your marketing materials, etc.
- Figure out their problems, the things that make them emotional, their dreams, the type of companies they work for, etc.
- The more vividly you picture your ideal customer, the more effective your engagement marketing content becomes, since you articulate your audience's concerns and desires so clearly.

Additional tips:

Mine data from your existing customers: You don't have to look far to learn about your customers. Run a quick survey of your existing customers to gain a better understanding of their state of mind, needs, desires, pain points, etc.

Go to review sites: Visit sites that review industry-specific products or services. Read what people love and hate about products or services similar to yours. Look for common issues (likes and dislikes) and note how they are worded. Let them influence your content.

Step 2: Establish your engagement marketing goals

- Your engagement marketing campaigns can aim for many goals. Push for increased audience engagement, brand visibility, lead generation, or straight upsales.
- This guide focuses on growing your sales through engagement marketing so be mindful of that goal when you create your content.

Additional tips:

Track your numbers: *"If you can't measure it, you can't improve it."* This saying's been repeated many times in the digital marketing space, and for good reason. When you track the results from your engagement marketing campaigns, you can tell which methods work. You can also uncover areas that can be improved in your process.

Set mini-goals: Set mini-goals to build your team's momentum. If you're hitting milestones, your marketing campaign will succeed. A mini-goal might be to produce some amount of content per day, to reach out to X people, etc.

Step 3: Create engaging content

- Once your goals are set, and you have a better understanding of who your audience is, create content with the right message to engage your customers.
- Since you will publish a lot of content on your website, you need a reliable blogging platform. Using a feature-packed social media management platform

can also help, especially when you have pages on a variety of social media sites, each requiring attention and focus.

- Your content needs to resonate with your audience, accomplish the goals you set for your engagement marketing campaign, and influence your audience to engage or interact with your brand.
- If you think your content angle isn't interesting enough to engage your audience, scrap it or replace it.

Additional tips:

Get Interactive: Publishing interactive content such as polls, surveys, and contests is an effective strategy to integrate into your engagement marketing campaigns. Interactive content helps improve message retention, which burns the core message of your marketing campaign into the minds of your audience.

Learn from your competitors: Visiting your competitors' social media pages or websites will spark engaging content ideas. For example, if you're in the food niche, get inspiration from what Chipotle's Facebook page.

Step 4: Join in the conversation

- Having implemented steps 1-3 above, you should be getting loads of questions, ideas, or comments from your audience. Don't ignore them.
- Interaction between a brand and its customers is a crucial aspect of engagement marketing. Now that you've generated audience engagement through customer responses to your posts, join in the conversation.

Additional tips:

Get more mileage out of your engagements:

Everyone who engages with your content has connections. Take advantage of them. Ask your audience to tag three of their friends in the comments so you can give them more freebies while encouraging them to comment on the post themselves. This will increase your chance of getting more engagement and sales.

Create a dedicated landing page for your campaigns: If you want your campaigns to exude relevance and personalization, create dedicated campaign landing pages. Align your website marketing with your engagement marketing

campaign and other marketing channels you're using. Direct your web traffic from your engagement marketing campaigns to a dedicated landing page on your website, giving your audience a seamless experience.

Step 5: Optimize your landing pages for sales

- Give your landing pages a well-defined purpose. Avoid adding various calls-to-action (CTA) in your landing pages such as shares, newsletter signups, etc. It will only distract and confuse your audience.
- You want only one CTA and should only be telling your audience to buy your products now.

Additional tips:

Shorten your checkout process: Don't make your customers perform umpteen steps to make the purchase. Keep the process short. Your customers are busy. Make buying your products too taxing, and they just might click away.

Upsell after they've completed their purchase: When you upsell *before* they complete their purchase, they might experience analysis paralysis, resulting in an abandoned transaction. When you upsell *after* they've made the purchase, you aren't at risk of losing the initial sale since they already bought.

Step 6: Leverage marketing automation tools

- Whether website management, appointment setting, or sending emails, you can always find a marketing automation tool to lighten your workload.
- The same applies when you're running an engagement marketing campaign. Wendy's used a Facebook chatbot to accommodate the online traffic that visits their Facebook page.

6. How to Build Customer Relationship in social media?

- Social media has changed the way businesses and customers interact with each other, and it's important that social media is seen as an avenue for real-time communication and feedback.

- And just because you've converted a new customer through **lead generation** or a sale doesn't mean your work is done. You need to continue to build and nurture those customer relationships on social media so they keep coming back again and again. When you do, they'll start advocating for your business and assist in the marketing for you.
- There's nothing quite like **word-of-mouth marketing**, and having solid foundations with your customers is a great way to keep them excited about your business. When you have customers who have enthusiasm for your business, not only will they continue to shop with you, but they'll tell their friends and family about you as well.
- This is why building strong customer relationships is an essential part of business and marketing. It's smarter to retain loyal customers and continue to build customer relationships than to try to *solely* convert new ones.

To break it down further, it's important to build customer relationships because it:

- **Reduces customer turnover and improves customer loyalty.** As with any organization, the less turnover the better. The same applies for customers: the longer you can retain your customers, the better mutual outcome. They receive excellent customer service and products from your business and, in turn, you receive their loyalty.
- **Increases the customer lifetime value (CLV).** This is a great **social media KPI** to capture. The longer a customer remains loyal and purchases from your business, the greater the value this customer has in their relationship with you.

What makes a strong customer relationship?

- Strong customer relationships occur when your brand becomes top-of-mind to your customers. When they start referring friends and family to your business. When they trust your business to always get its work right, every time.
- It can be difficult to get to this point, though—which is why you're here. Your brand needs to build trust and deliver on consistency, timeliness and quality again and again.
- One of the best ways to do this is through **better listening**. Listening to your customers and analyzing what they say gives you deeper insights into how to best serve them.

- Exceeding expectations every time will help you solidify strong customer relationships. But—without further ado—here are additional tips and tricks to help you build customer relationships.

How to build customer relationships with social media

- While there are many avenues you can use to help you build customer relationships—a forum, your website, email marketing, your blog and so *many more*—we’re here to talk about how you can do so through your social media platforms.
- After all, you’ve worked hard to **grow your following**. Why not use that audience to convert and nurture longterm relationships with customers?

Here are our top nine tips for you.

1. Create a customer service social media channel

- One great way to get started with relationship building on social media is to create a dedicated customer service channel. There are a few ways to do this.
- First, you could simply take customer service requests on your existing social media accounts. **X, specifically, is perfect for customer care.**
- However, many brands choose to create an X account specifically for handling customer service requests as well as communicating product support issues and resolutions. (Do a “**support**” or “**customer support**” search on X to find even more examples of customer service X accounts across a variety of industries.)
- Here’s an example of Patreon’s X support profile—the brand has also linked to its main profile *and* a profile it has just for the website’s server status are shown in fig 4.9.



Fig 4.9 – X(or)Twitter

- Additionally, you could add an option to your **Facebook Messenger chatbot** that allows customers to input customer service requests, or direct people to a support page on your website.
- Ensure that all response times are quick and helpful to build a good reputation for your brand.

2. Use social listening to build customer relationships

- **Social listening** is the act of monitoring certain topics and keywords online to ensure you find important mentions of your brand or related topics.
- Sprout's social listening tool collects and centralizes what people are saying about your brand, industry and related topics around your brand. With this information, you can modify and improve your campaigns and messages. Make more informed decisions to help your customers solve their problems and provide valuable answers to questions. Or, utilize this knowledge to gather a list of blog posts, new features and learning resources that you know your audience wants to see are shown in fig 4.10.

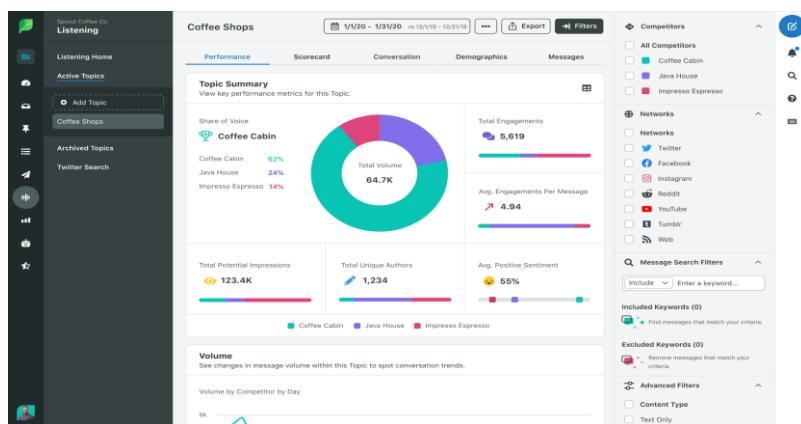


Fig 4.10 Social listening

3. Listen to customer feedback

- It's one thing to have an outlet for customers to provide feedback. It's another entirely to actually do something with that feedback.
- Show your customers that you care about their input by putting their suggestions and wants into practice.
- Whether it's a new product that you launch or a new feature in your software, listening to and implementing customer feedback is an essential step in gaining their trust and loyalty. It shows that you hear their concerns and needs and you're willing to act on it for their benefit.

4. Personalize customer experiences

- Another great way to build customer relationships is through personalization. Consider adding a live chat widget to your website for support and customer questions. Your audience will be able to speak to a real person who calls them by their name and provides a real experience shown in fig 4.11.
- Other ways to personalize experiences are by ensuring social media interactions and email newsletters include your recipient's first name. Here's an example of how Victoria's Secret personalized a response on X are shown in fig 4.11.



Fig 4.11 Personalize customer experience in “X”

- Whether you're dealing with customer service issues or simply interacting with your followers' tweets, creating that personal connection is key.

5. Create a relatable brand voice

- One of the best ways to build strong connections to your audience: be relatable! Social media should be fun, and while you don't have to be overly casual, there are still ways to let your audience enjoy your presence through your **brand voice**.
- Take a page out of **MoonPie's** X account. The brand shares humorous content, jumps on memes it can relate back to its brand, and takes any opportunity it can to hype up the moon are shown in fig 4.12.



Fig 4.12 MoonPie's X account

- Try sharing **memes that are timely** and relevant to your brand, use current lingo and take a look around at other brands to see if you can get any ideas to help your brand voice become more relatable online.

6. Offer rewards and incentives

- We all love free stuff, which is why putting together contests and giveaways is one great way to offer rewards and incentives to your audience.
- Check out this giveaway from **Fable England on Instagram**. The brand asks Instagram users to follow a few quick steps—including leaving a comment and tagging friends—in order to enter the giveaway. It's effortless and it gets followers excited and engaged are shown in fig 4.13.



Fig 4.13 Fable England on Instagram

- Consider sharing flash sales on social media, including freebies and discount codes.
- Here's a great example from Pepsi, sharing a promo code that offers some kind of freebie or savings surrounding the brand's latest **co-branding partnership**.
- Think about the ways that you can implement these tactics in your own **social media strategy**.

7. Share user-generated content

- Customers love to share and tag brand products in their photos when posting on social media. This is called **user-generated content**, or UGC, and is a helpful tactic both for community building and for filling your social calendar up with hyper-relevant content.
- For example, dog subscription box retailer **Bark uses UGC** in its **Instagram strategy** to showcase various dogs of Instagram for engaging and adorable content

shown in Fig 4.14. The brand always tags the original creator to give due credit. It's important to note that you should ask permission before reposting a users' photograph onto your brand account are shown in fig 4.14.

Here's an example of one of Bark's UGC posts:



Fig 4.14 Bark uses UGC in its Instagram strategy

- As a way to build a community and encourage your customers to share their photos of your product is to put some sort of call-to-action for your followers. Share this in your bio, like we see below on Nestle's Instagram bio—the brand has asked for users to tag its profile in photos of their “delicious moments” Shown in Fig 4.15.



Fig 4.15 Nestle's Instagram Page.

8. Provide value on social media

- There are so many different **types of content** you can create on social media. Some will—of course—be more promotional in nature, because your business is to make a profit both solve customer's problems and needs *as well as* make a profit.

- However, you need to ensure there's a good balance between your promotional content and the educational and free value you provide to your audience, whether it's freebies, discount codes or knowledge are shown in fig 4.16.
- Share your business' value visually in a Facebook or Instagram carousel, or you can create an X (formerly known as Twitter) thread that shares information like we did below.

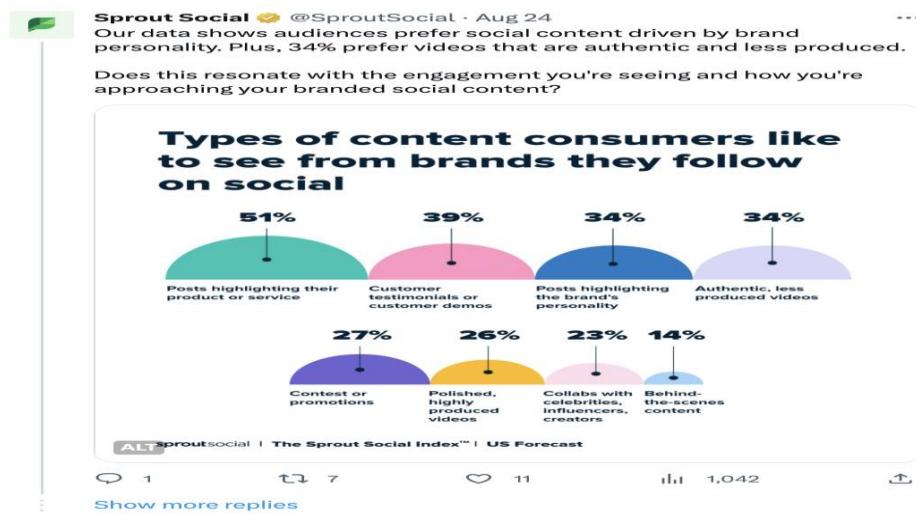


Fig 4.16 Value of Social Media

- Share blog content and create educational videos to inform your audience even more. Providing free value helps to showcase how beneficial your product must be, bringing in new customers and building a relationship to help those customers stick around.

9. Build an online community

- Our last tip for building customer relationships is to focus on building a community. Whether it's through a **Facebook Group** shown in Fig 4.17, an other online community or branded hashtags, invite your audience to participate.
- One great example of a highly active Slack community is Superpath, a content marketing-focused Slack group. The founder publishes posts in an #announcement channel to share valuable content, conversations in the group and a call-to-action to join the paid channels.

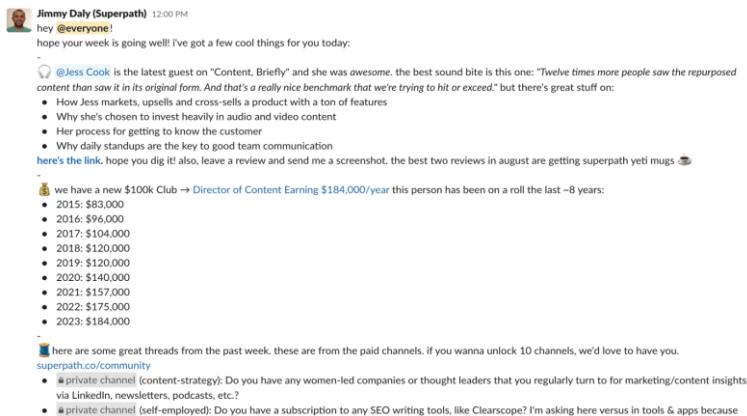


Fig 4.17 Facebook Group

- You can create your own Facebook Group, start a Slack community or look into other platforms perfect for **community building**. This is a great way to keep people aware of and talking about your brand, even when you're not directly selling to them.

How is AI used to build customer relationships?

- AI, or artificial intelligence, can also play a role in building customer relationships. A number of AI and machine learning tools have come out of the woodwork in the last couple of years, helping to automate and streamline processes to make teams even more efficient.
- Using **AI in customer service** can help with relationship building in a number of ways:
 - Be more proactive with your customer support
 - Scale customer care to help more people faster
 - Improve the quality of your support chatbots
 - Personalize customer interactions
- All in all, incorporating AI can help your customer support team do their job better and more quickly. And the better your customer support is, the more likely customers are apt to stick around and continue buying from you.

7. Explain how to Creating Loyalty drivers in social media marketing?

1. Be Responsive

- Shoppers often ask questions or leave comments for businesses on social platforms, whether that's chatting through Facebook Messenger or tweeting at a brand. While you might not be able to respond to every customer, it's important to engage with as many as possible.
- Why? Because responsiveness shows customers that you care about their needs, which builds their brand loyalty. In fact, 72% of millennials said they would be more loyal to a brand that responded to them. On the flip side, being unresponsive can decrease brand loyalty: 15% of Twitter users will unfollow a brand if the brand isn't engaging with them enough.
- Starbucks engages directly with customers by promptly replying to comments.
- They are quick to respond to just about every comment or question, painting themselves as a responsive and communicative brand that cares about their customers are shown in fig 4.18.

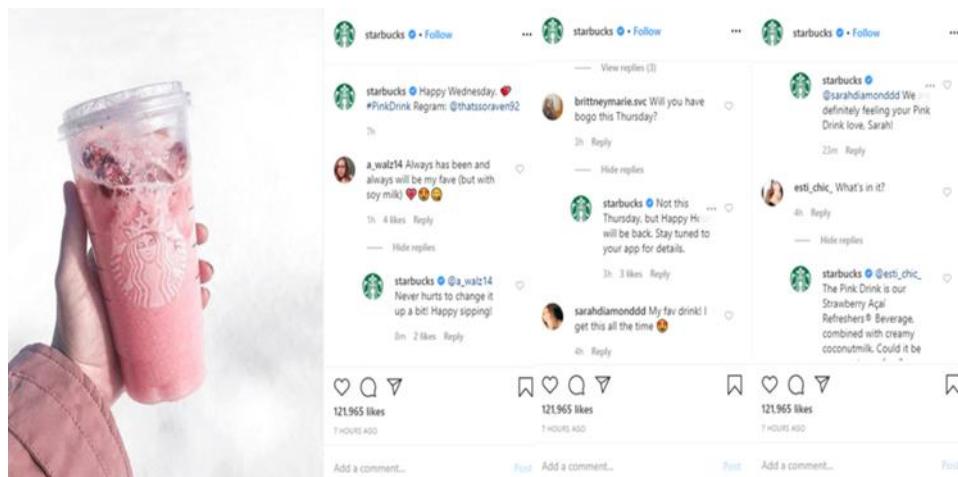


Fig 4.18 Starbucks online Responsiveness

2. Share Positive Customer Feedback

- When a customer leaves a glowing review, don't keep the great feedback to yourself. Share the input publicly on your social media accounts (with the customer's permission, of course).
- By posting positive reviews, you're likely to attract new customers and reinforce current customers' trust in your business. This is because of social proof, the psychological phenomenon of people's tendency to follow the crowd. In the case of

shopping, that means people place a high value on the opinions of other customers.

- It's OK to ask for positive reviews directly. When a customer leaves a positive comment about your business on your social media page, reply back or send a direct message thanking them for their comment and asking them to share their opinion in a review. You can then share the review on your social media page are shown in fig 4.19.
- Classic Photographers regularly shares positive reviews from customers with the caption "feeling thankful."



Fig 4.19 Customer Feedback

- Not only does Classic Photographers enable potential customers to see how happy current customers are, but the company also shows their appreciation for existing customers at the same time.

3. Share User-Generated Content

- Another way to build brand loyalty through social proof is by sharing user-generated content (UGC). UGC refers to photos, videos, and other content that shoppers create about using a brand's products. This content builds trust in shoppers because it is created by customers, not the brand.
- Invite users to tag your brand and use branded hashtags so you can find UGC more easily and share it on your page (with the creator's permission, of course!). If you share UGC frequently, you'll encourage participation from shoppers who want their content to be seen by all of your brand's followers.
- A great example of a UGC-driven social media campaign is GoPro and their Photo of the Day campaign are shown in fig 4.20.

- The campaign encourages GoPro users to post their GoPro images and tag the company for a chance to have their picture featured. In one fell swoop, the company attracts new customers by showcasing happy current customers and builds brand loyalty with existing customers by featuring their content regularly.



Fig 4.20 User generated content on “Instagram”

4. Keep Customers in the Loop

- Make your followers feel like they're a part of the business by keeping them updated about what's going on at your company and taking them "behind the scenes." Since 63% of customers prefer brands that are honest and transparent, being open about your business's practices is a great way to encourage a positive customer-brand relationship.
- Your social media channels are the perfect platform for taking your followers behind the scenes. You can post walk-throughs of your products, interview employees, show pictures or videos of your office space, or share company events.
- Glossier did this with their Milky Jelly cleanser.
- In the video, Glossier details why they created this cleanser and what makes it different from other cleansers. Seeing the behind-the-scenes details of Glossier's production, shoppers have reason to believe their skin-care products are well made and have reason to buy from Glossier rather than other brands are shown in fig 4.21.

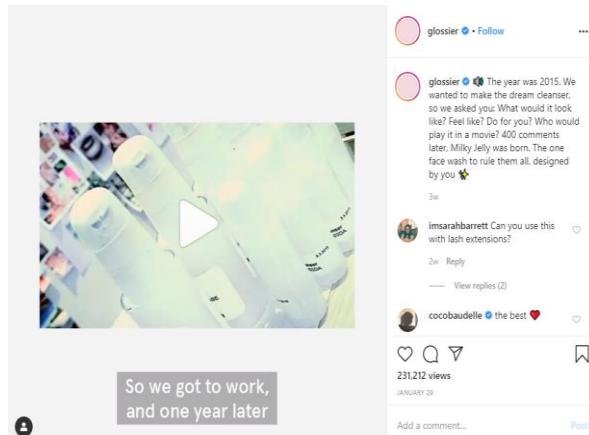


Fig 4.21 Keep Customers in the Loop

5. Be Open about Your Values

- Customers want to support companies that share their values. Share your company's fundamental principles and you'll encourage brand loyalty from customers with similar beliefs.
- Create posts about causes and charities that are close to the heart of your business to show shoppers what your brand stands for. Patagonia, for example, has made environmentalism an integral part of their brand identity.
- The company regularly posts about environmental advocacy, informing followers about current events and clearly illustrating that their brand cares about the environment. This attracts their target customer: people who love the natural world and are serious about protecting it are shown in fig 4.22.

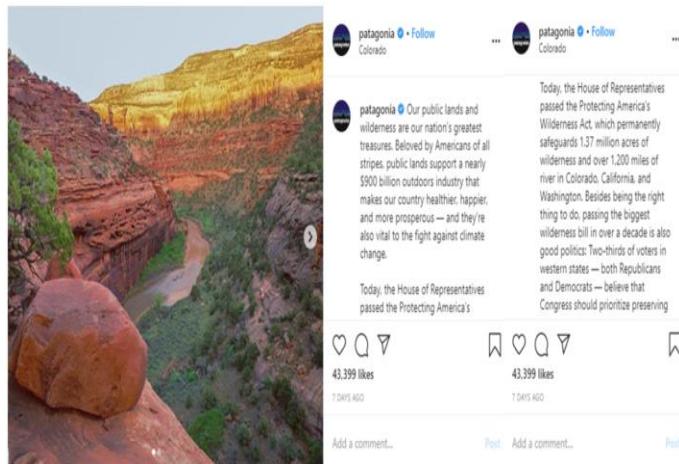


Fig 4.22 Be Open about Your Values

- Whatever your brand's issue is, always be authentic with your advocacy. Don't just say what you think your target audience wants to hear. Today's consumers are discerning, so they'll be able to tell if your value-driven posts are genuine.

6. Partner with an Influencer

- More than half of social media users prefer to get product information from influencers rather than directly from brands. Users trust influencers and look to them for product and brand advice. So if an influencer your target customer loves raves about your brand, there's a good chance their followers will start loving your products, too.
- The first step is to find influencers who are relevant to your brand and image, such as someone who is popular with your target audience or specializes in your industry. A makeup company, for example, would likely want to partner with a beauty influencer.
- You can use tools like Facebook's Brand Collabs Manager to find influencers and then reach out to see if they will do product reviews or other collaborations with your brand are shown in fig 4.23.
- Covergirl, for example, partnered with the beauty influencer @valerilipovetsky to promote their Clean Fresh Skin Milk product.



Fig 4.23 Partner with an Influencer

- The influencer is showing that she trusts the product enough to use it herself and saying that it has done wonders for her skin. This encourages her followers to try the product as well.

7. Use Dynamic Ads to Promote Brand Loyalty

- Brand loyalty is built over time. The more customers use your products and get value out of your brand, the more loyal they will become. Dynamic ads encourage users to return and make a purchase by showing them products they have viewed before or that are similar to products they viewed.
- You can set up dynamic ads on Facebook and Instagram by connecting your product catalog to Facebook. Once the ad template is set up, Facebook's algorithm will choose relevant products to show to customers, based on their previous site behavior are shown in fig 4.24.
- eBay uses dynamic carousel ads to show users products that are similar to ones they viewed on eBay's site.

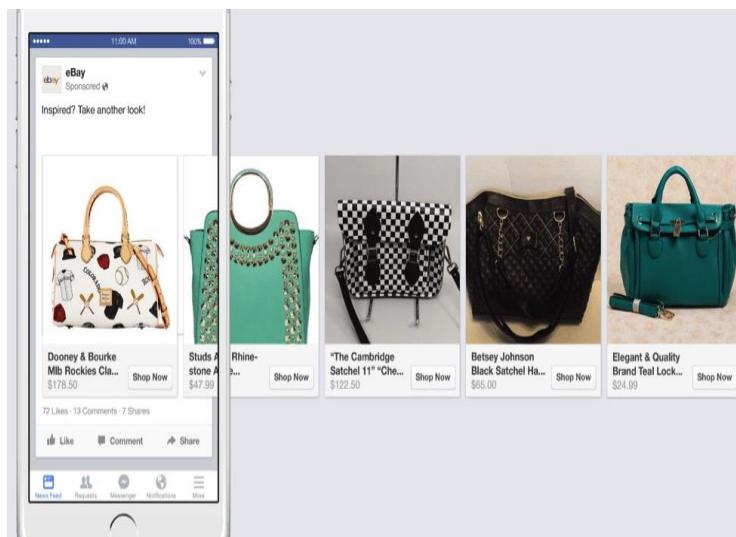


Fig 4.24 Dynamic Ads

- Facebook can tell, based on recent product views, that the user is interested in handbags, so the dynamic ads grab the customer's interest by showing them other handbag options on eBay. These promotions reignite shoppers' interest in the brand by showing them products they love.

8. Retarget Users with Custom Audiences

- Once users are aware of your brand, keep your business at the top of their mind with retargeting. Retargeting is when you show ads only to people who have expressed interest in your business.
- With retargeting, you can give people who know your brand the incentive they need to come back to your store. For example, you might use a retargeting ad to offer an

exclusive deal on a previously viewed product. Or you might use retargeting to promote a price drop for items that are currently in the shopper's cart.

- You can choose exactly who to show these ads to by building a custom audience for your ad campaign. For example, you might edit your custom audience to target users who have interacted with your ads before.

8. What is Influencer marketing? Explain in detail.

What Is Influencer Marketing?

- Influencer marketing is a form of social media marketing. It includes affirmation and product/service advertisements by influencers, individuals, and organizations that have a perceived degree of awareness or social impact in their field.
- Influencer marketing is marketing to, with, and through influencers to drive brand messages to your and their target audiences.
- Influencer marketing is similar to word-of-mouth marketing, but it doesn't rely solely on specific recommendations.
- Influencers can come from a wide range of places. Any individual, group, brand, or place could potentially be an influencer.
- Engaged audiences typically follow these content creators. Advertising to them across different social media platforms enables your company to extend the scope, improve brand awareness, and generate new leads for your sales funnel through buyer personas.
- You can use influencer marketing as either a standalone tool or as a means to improve your other marketing campaigns.
- We will dive further into what influencer marketing will bring to the company via its key benefits.

1. Influencer Marketing Benefits

- Increase brand awareness and reach
- Build credibility and trust
- Enrich your content strategy
- Win-win long-term partnerships
- Boost SEO, ROI, and bottom line

- Drive purchases decisions
- Increase sales
- Cost-effective & Saves Time
- Unlimited Sharing Potential On Social Platforms
- Suitable for any Business

2. Influencer Marketing Increases Brand Awareness & Reach

- Most influencers in social networks have millions of viewers, including more than 2.5 billion followers of Instagram's 50 most followed influencers. Based on that, influencer marketing, in which you partner with influencers whose niche suits your products or services, will bring an excellent opportunity for you to approach millions of potential consumers.
- Heavy-handed promotions and sales campaigns are simply an outdated model for brands. It is becoming more sophisticated to advertise with influencers who can seamlessly combine brand campaigns into their style and expression.
- Influencers make the advertising activities more engaging and genuine for a target audience, who are often overloaded with tons of commercial advertisements every day.
- Influencer marketing helps you gain more visibility when such a person recommends your products or services or mentions your brands, which not only extend your scope but also increase your brand awareness.
- Influencer marketing enables marketers to reach critical Millennials and Gen Z audiences, 85% of whom are highly open to information about specific products via social platforms.
- In comparison to other social media marketing methods, influencer marketing offers brands a viable, unobtrusive way to communicate with customers regardless of the widespread adoption of ad blockers as well as a general distrust of overt ads.
- Without the hindrance of AdBlock apps and extensions, social users can learn more about your brand story and what you are offering. It means that you need to create fresh-looking content and format design in delivering the message to grab people's attention. And the key to maximizing this strategy is ensuring that your content is meaningful and brings value to both influencers and followers.

3. Enhance Credibility & Trust

- Influencers are experts in their field, which is why their followers trust them and have influencers have considerable influence on them. They have built an inspiring and respectful relationship with their fans. Therefore, people believe their opinions and recommendations. These recommendations won't make your influencer marketing campaign feel like advertising anymore, meaning that people are more open to your brand than usual.
- Studies have shown that 75% of YouTube's viewers appreciate YouTube's featuring genuine, relatable, and reliable people, and the number of teenage subscribers who are likely to connect to the influencers, rather than traditional celebrities, is 70%. And 60% of users confirm that they prefer the reviews of their favorite YouTubers to mainstream TV and movie stars.

4. Enriched Content Strategy

- It is not simple to continually produce fresh and entertaining content. Sometimes you are out of ideas and feeling stuck, and that is the time influencer marketing can help fill the gaps in your content schedule.
- Influencers who are familiar with producing engaging and quality content to interact with their followers daily will bring significant benefits to you if you can sign an agreement of content co-creation deals.
- Content distribution, an essential part of content marketing, must be understood thoroughly and considered carefully before working with influencers. Even if you have not come up with new ideas, you should prepare for a detailed content distribution strategy through which your company and influencers know what objectives your brand has.
- There are plenty of real-life examples of brands collaborating with different types of influencers. The typical one is the case of a well-known lifestyle blogger of HBFIT named Hannah Bronfman, who writes about health, beauty, fitness, and partners with Face Gym, a local facial treatment center.
- The brand provides Hannah with information about the studio, photos, trial services, and coupon codes so she can help people learn about them and their offerings. Meanwhile, the content, in this situation, is Hannah's articles, is originated from Hannah, which means she is helping Face Gym to produce promoted content to deliver to the potential customer via her channel.

4. Win-Win Long-term Partnerships

- Undeniably, it is all about choosing the right partner to build successful relationships. You should build partnerships that increase sales for you and your partners by selecting influencers based on their field and the audiences they can influence.
- Launching an influencer marketing campaign is all about beginning and developing positive relationships. Brands can build durable and long-lasting partnerships that lead to long-term success through maintaining effective collaboration with influencers.
- Brands no longer hire influencers for one-off campaigns but rather for long-term partnerships. According to a [study](#), roughly 50% of advertisers work in six-month-or-more partnerships with influencers, therein, 37% claim that they collaborate with brands for a longer-term, compared with one-off campaigns.
- A lasting influencer partnership between organizations and influencers saves time, resources, and money, and it also helps establish credibility and have a more substantial effect on the company's audience.
- Overall, this is a win-win collaboration as both sides have a stake in the result. As you partner with the correct influencer who appeals to the same market as yours, profit comes immediately from influencer marketing.
- Benefits such as shares, reposts, and retweets multiply over time, providing long-lasting brand awareness for your campaigns, which reexposes your content repeatedly.

5. Influencer Marketing Boosts SEO, ROI, and Bottom Line

Influencer marketing help boost your SEO, ROI, and bottom line significantly.

SEO

- Influencer marketing benefits, directly and indirectly, your search engine optimization.
- There are 86% of advertisers using influencer marketing to empower their marketing campaigns, and 57% state its performance exceeds the other brand-created content. As influencers have a large number of loyal followers, the partnership with them will help you reach more audience rather than doing SEO activities only.
- As links are one of Google's most important search ranking criteria, there will be more chances for you to build backlinks as you hit a wider audience through

influencer marketing activities. Although those links are flagged not to impact search ranking, there is still an indirect effect on your SEO as they help to build brand awareness and drive traffic.

- According to an analysis from [Quicksprout](#), it proved that social media interactions could, indirectly or directly, enhance SEO signals. As you engage with new social communities, there is an opportunity for you to get additional followers and interactions, which will lead to additional organic traffic, backlinks, and other metrics that progress SEO.
- Generally, creating more and more content through influencer marketing will give you more chances to rank your brand higher in Google search results.

ROI And Bottom Line

- Influencer marketing allows big brands to attract more customers and enables small businesses to scale up by getting them more visibility, which provides higher [ROI](#) than other marketing channels.
- According to a study carried out by [Mediakix](#) in 2019, approximately 50% of marketers state that influencer marketing's ROI is higher than other marketing platforms', and about 41% say returns are equivalent to other channels.
- Branding or engagements-focused influencer marketing activities produce eight times more ROI than other campaigns. Proved from actual business results, the influencer marketing's profit surpasses its costs, which is why it delivers a very high ROI and bottom line ultimately.
- A study from Burst Media pointed out that an average of \$6.85 earned for every \$1 spent on media for an influencer marketing plan.

6. Drive Purchase Decisions

- Influencers drive the customer's purchase decision-making process. People respect and trust their favorite influencers, which leads them to have a more positive reception to brands.
- Numerous studies point out that influencers can affect a customer's purchase decision-making at all levels. According to [DMI Blog](#) statistics, 49% of respondents reported that they had made purchase decisions based on influencers' referrals.
- For teenagers, it is 70%. After seeing products/services on Facebook, Youtube, or Instagram, about 40% surveyed people purchased it.

- Six out of ten Youtube users will make purchase decisions based on their favorite content creator's suggestions, said [Think With Google](#).

7. Influencer Marketing Increases Sales

- One of the top three overall goals that marketers aim for in influencer marketing is generating sales and conversions, said 64% of surveyed people in 2019 study conducted by Mediakix.
- According to [researches](#), for every \$1 they spend on sending a message to the customer via influencers, companies earn about \$18. And this number can be higher for many other brands.
- As mentioned above, influencers have a significant impact on the purchase decision-making process of consumers. Roughly 40% of survey respondents reported that they made a purchase shortly after seeing their favorite influencer use a product or service.
- The impact of influencers is why it is exceptionally viable for businesses to create, manage, and create messages to be delivered to the audience via influencer to generate a massive uptick in sales.
- Take a look at an example of Ashley, a lifestyle blogger at Cherished Bliss, in an influencer marketing partnership with Bigelow Tea, one of the most popular tea brands.
- During the campaign, a recipe named Bigelow Iced Tea with Lemonade Ice Cubes, which Ashley has created helps bring the brand to the first page of the SERPs for competitive search terms “ice cube iced tea.”
- At the end of the campaign, over 32,000 blog commitments, 44 million impressions, and, in the end, Bigelow Tea saw an 18.5% increase in sales.

8. Cost-effective

- Businesses find it harder to promote products or services as paid ad costs keep rising, in which influencer marketing can help keep the costs down.
- In comparison with other forms of advertising, doing advertising through influencers is relatively reasonable. The cost of an influencer largely depends on the size of the audience, and the niche in question.
- Influencer marketing opens up a whole new opportunity for brands to compete with a more efficient and optimized strategy on social media sites such as [Youtube](#) and Instagram.

- As mentioned above, influencer marketing's benefits outweighing the cost spent on it, which will help you earn huge ROI's, boost sales and save more money.
- A common way lowering the cost with influencer marketing is by negotiating proper affiliate deals in which the influencer gets performance-based commissions.

9. Influencer Marketing Saves Time

- You can shorten the process of building your fan base since you collaborate with existing players in the industry.
- To create an advertising campaign, it takes you considerable time to produce the images, duplicate them, and schedule the ads across platforms. The partnership with influencers will, indeed, help you outsource everything and save you lots of time.
- Influencer marketing will get your brand promoted daily on different channels by popular people. Especially in a moment of market stagnation, influencer-created content is becoming increasingly prevailing.
- Many influencers produce content from their homes or their studios, which, in turn, an influencer marketing partnership, will help brands to keep making fresh content remotely at all times.
- Moreover, branded content that is created by influencers may also be reposted or repurposed by companies for their marketing campaigns. This ability might save you a considerable amount of time and money. New reports indicate that, through involving creators, 41% of advertisers have saved budget on content production.
- In addition to this, you can use the feedback received from audiences to design campaigns to retarget a specific segment or group of customers.

10.Unlimited Sharing Potential On Social Platforms

- As influencers interact with their fans nearly every day, they are proficient in engaging with your, as well as their target audience, on the content they share about your brand and products or services.
- The easier it is for an influencer to use the content on their blogs, Facebook fan pages, and other platforms, the easier it is to share said content widely.
- There are many ways influencers can help brands to spread the messages, for example, a post on Facebook, inspiring storylines on Instagram, a review video on Youtube, promotion codes, store's links, and more.

- Influencers' audience will be loyal and trust them and are active on most of the social channels the influencer uses. Multi-channel audiences lead to a rapidly spreading of the influencers' content, which conveys the brand's stories and messages.
- As mentioned above, the more shares or any other interactions brands have on social networks, the higher ranking you get in Google search results.
- Therefore, the viral potential of collaboration with well-known people all over popular sites will expand the brand's message to even wider audiences. Shareable content will quickly raise your brand recognition, maximize ROI, and continuously attract attention.

11. Influencer Marketing Is Suitable for any Business

- Influencers are typically experts in their fields, for example, health, fitness, traveling, cuisine, beauty, business, technology, science, etc.
- No matter how big you are and what industry you are in, there is always room for everyone, as long as you identify the influencers who are most suited to your needs.
- Businesses might use different influencer marketing strategies to communicate and collaborate with influencers effectively.
- For example, an optimized, low-cost strategy is more suitable for small businesses. At the same time, a comprehensive plan which requires higher investment to work with celebrities or other authorized brands will be a wiser choice for larger companies.
- For instance, a sports clothing brand partners with an Instagram influencer that shares health, fitness, and travel content daily.
- She is a micro-influencer that has 21.4K followers. Since Sydney's lifestyle and fan base fits Nuxactive's brand image and goals perfectly, she became an excellent choice for Nuxactive's influencer marketing campaign.
- Having a reasonably modest following of 21.4K of people within the field, but having a relatively high engagement rate helps a business to develop personal relationships with their target customers.
- On the other hand, Hugo Boss (BOSS) – a German luxury fashion house, chooses to partner with Chris Hemsworth, a celebrity with 42.5 million followers on Instagram. Through partnering with Chris and having him as a brand ambassador

for years, BOSS has been able to advertise its broad range of products, from clothing and accessories to footwear and fragrances.

- When Chris shares photos of himself wearing BOSS suits, it implants in his followers and potential customers' minds that if they want to be a gentleman like Chris Hemsworth, they have to use BOSS products.



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DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE

CCW332- DIGITAL MARKETING

UNIT 5 – DIGITAL TRANSFORMATION

SYLLABUS:

Digital Transformation & Channel Attribution- Analytics- Ad-words, Email, Mobile, Social Media, Web Analytics - Changing your strategy based on analysis- Recent trends in Digital marketing.

PART A

1. What are the different types of attribution in digital marketing?

- Generally speaking, there are six main types of attribution models – first-touch, last-touch, linear, time decay, U-shaped, multi-touch, and W-shaped multi-touch. Additionally, you can create customized attribution models based on your needs and wants.

2. What is digital transformation in digital marketing?

The 4 Main Areas of The Digital Transformation Process

- Process Transformation. Business process transformation is a strategic initiative aimed at improving the efficiency and effectiveness of a company's operations.
- Business Model Transformation.
- Domain Transformation.
- Cultural/Organizational Digital Transformation.

3. What are the three 3 main components of digital transformation?

Components of Digital Transformation

- Optimizing processes.
- Focus on the customer experience (CX)
- Empowering employees.

4. What are the six pillars of digital transformation?

- Newman (2018) insights that people, leadership, experience, culture, change, and innovation form the basis for creating a digital transformation mindset. The pillar of people refers to the development of people by creating the right talents, focus, and motivation.

5. What are the 4 attribution in marketing?

- There are four types of marketing attribution models we are going to cover, single touchpoint models, multi-touchpoint rule-based models, algorithmic or data-driven models and econometric models. All of them provide different insights

6. Write the Top Digital Marketing Trends in 2023

1. Metaverse
2. NFTs
3. Cryptocurrency
4. Social Commerce
5. Voice Search
6. Programmatic Advertising
7. Automated and Personalized Email Marketing
8. AI in Marketing

7. Discuss Artificial Intelligence in Online Marketing

1. Smart Speakers: A New Channel for Digital Marketing
2. The Rise of Voice Search
3. Chatbots in Marketing

8. Discuss Analytics in digital marketing

- Digital analytics are quantitative measurements of the performance of online content, including advertising campaigns, social media, and websites. That means digital analytics provide information from digital sources on how customers respond to or interact with your content and marketing campaigns.

9. Write the importance of digital analytics for online marketing

- Digital analytics can be used to measure the impact which your marketing efforts have had on your business performance.
- Digital marketing analytics is a type of digital analytics which is commonly used by businesses, and it is a strategy which is becoming increasingly important in today's world of online shopping. This specific type of analytics is a vital tool for business marketing strategies.

Digital analytics can be used to assess the success of your marketing methods in the following ways:

- By calculating your web traffic and the sources of this traffic
- By helping to identify poorly performing content
- Calculating rate of conversion from overall traffic to a customer purchasing from your website
- Isolating a revenue stream that has been generated from a specific marketing campaign

10. Write the difference between digital analytics and web analytics

- Web analytics focuses on undertaking an analysis specifically of an organization's website. It tracks, measures and evaluates values such as the Page Speed when loading your website, the amount of time a visitor spends on your site, and the number of page views per visit to your website.
- In comparison, digital analytics measures these metrics from a business perspective. It evaluates metrics through the lens of the impact that they have on the company. As such, it focuses on values such as traffic, sales conversion rates, and the numbers of new customers. In addition, it provides companies with an overview of data, which encompasses your social media channels, email campaigns and search engine ranking, as well as your company website.

11. List the types of digital analytics

- Tracking the number of visitors to your site
- Measuring the number of page views
- Measuring the average length of a session
- Tracking data pertaining to your company's e-commerce site
- Measuring lead-gen analytics

- Calculating your traffic within a specific time period (you could also measure this as traffic by device, traffic by channel, or comparing the ratio of new traffic to returning traffic)
- Calculating the interactions per visit
- Calculating the average time on page
- Measuring the Click-Through Rate of a Call to Action
- Calculating your Conversion Rate

12. What is analytics in digital transformation?

- The digital transformation uses technology to create new or improved business processes, products, or services. Data analytics can play a crucial role in digital transformation by helping organizations to understand their customers, identify new opportunities, and optimize their operations

13. What is the role of data analyst in digital transformation?

- Data and analytics are integral to digital transformation initiatives. They empower businesses with actionable insights, enable personalized experiences, drive innovation, optimize processes, and support data-driven decision-making, ultimately helping organizations achieve their digital transformation goals

14. What is an ad word?

- AdWords is an advertising system Google developed to help businesses reach online target markets through its search engine platform and partner sites. These partner sites host a text or image ad that appears on the page after a user searches for keywords and phrases related to a business and its products or services.

15. What is the importance of AdWords?

- Google AdWords, in addition to boosting traffic, clicks, and conversions, is also an efficient way to tell people about your brand. To verify this, Google partnered with Ipsos to run a study across 12 verticals, right from automobiles to retail.

16. Write ad words in digital marketing

- Google AdWords is a marketplace where businesses can pay to have their websites appear in the top organic search results for specific keywords. The main idea is that you choose keywords to promote your brand. A keyword is a term or phrase that a user types into a search engine and subsequently sees your ad for

17. What is digital transformation in advertising?

- Digital transformation in marketing is about harnessing the digital enterprise. It means using technology to continuously evolve all aspects of the business model, including what it offers, how it interacts with customers, and how it operates.

18. How is email marketing used in digital marketing?

- Email marketing is typically used to create product or brand awareness and generate leads or sales. Email marketing can play a pivotal role in a company's marketing strategy, helping it build customer relationships and keep customers engaged in between purchases.

19. Write digital transformation in email

- Customer data gathered through emails allows marketers to offer automated solutions like chatbots that help them learn more about human behavior and interactions. Thus, businesses can use emails to drive customer-centric digital transformation by combining human interactions and AI technologies.

20. What is the role of mobile apps in digital transformation?

- Mobile apps play a vital role in the broader process that advocates for digital transformation. By making it easier for businesses to reach their customers, mobile apps can create a culture of innovation that increases productivity and helps organizations become more efficient.

21. Write the Importance of digital transformation in mobile digital marketing

- Digital transformation helps companies implement technologies and best practices for faster product creation, enhanced customer experience, and agile business models. These technologies are competent enough to respond quickly to the shift in market trends, customer expectations, and competitors' strategies.

22. How can social media be used in digital transformation?

- Businesses are using social media not only as a platform for advertising but also as an integral component of their digital transformation activities. They can uncover trends in customer behavior and preferences by analyzing user data via social media channels, which can then be used to design their digital activities.

23. What is the role of social media in digital platform?

- The networking aspect of social media helps any brand offering innovativeness and value to be well known and recognized. The building up of a business profile and

posting quality content also brings new visitors and increases brand recognition. Having profiles on multiple platforms also helps in brand recognition.

24. Write digital transformation in Web Analytics

- Advanced web analytics provide a powerful lever in the engine of digital transformation. They offer a means to collect, track, analyze, and interpret data from various online sources. These data-driven insights facilitate informed decision-making, which is fundamental to any digital transformation initiative

25. What is the role of digital analytics in digital marketing?

- Web analytics refers to the process of collecting website data and then processing, reporting, and analyzing it to create an online strategy for improving the website experience. Web analytics is important to help you: Refine your marketing campaigns. Understand your website

26. What is the difference between digital marketing and digital marketing analytics?

- Put simply, the main difference between these two areas is that web analytics user website metrics to focus on customers, whereas digital marketers use a wider variety of sources to focus on the company as a whole

27. What is strategic analysis?

- Strategic analysis (sometimes referred to as a strategic market analysis) is the process of gathering data that helps a company's leaders decide on priorities and goals, shaping (or shifting) a long-term strategy for the business. It gives a company the ability to understand its environment and formulate a strategic plan accordingly. Strategic analysis is paramount in any organization because it provides the context and backbone upon which the strategy and overall position of the business is formulated.

28. What do you mean by Digital Dive?**Nov 2024**

- The digital divide is a term that refers to the gap between demographics and regions that have access to modern information and communications technology (ICT), and those that don't or have restricted access.

29. Define web analytics.**Nov 2024**

- Web analytics involves collecting, measuring, and analyzing website data. Web Analytics tools can provide lots of useful information about the origin of website traffic, how website users navigate and interact throughout a website, what content and web pages they're most engaged with, and how they exit the site.

PART B**1. List and explain the recent trends in Digital marketing****Top digital marketing trends (2023):**

1. Artificial Intelligence (AI)
2. The new wave of influencer marketing
3. Personalized marketing
4. Short-form video content
5. Multi-channel social media marketing
6. LinkedIn
7. SEO
8. Customer experience
9. Ethics in digital marketing
10. Inclusive marketing
11. Google Analytics 4
12. Gen Z

1 Artificial Intelligence (AI)

Although artificial intelligence is still in the early stages of development, there were plenty of useful examples of AI-based marketing efforts in 2022.

For example, DALL-E went viral last year. This AI tool can generate images based on text prompts. Digital marketers could use it to create illustrations for blog articles and landing pages instead of using stock photos.

Another popular free AI tool is ChatGPT and GPT-4, which is an advanced text-based solution that can create various pieces of written content. From making jokes to writing scenarios for short movies, ChatGPT is a very impressive tool that can boost your digital marketing strategy.

Both DALL-E and ChatGPT are owned by OpenAI – artificial intelligence research and deployment company.

While DALL-E and ChatGPT are yet still research tools for machine learning, there are plenty of free and paid solutions designed strictly for digital marketers.

2 The new wave of influencer marketing

Influencer marketing used to be very straightforward. You find a profile with many followers, pay them to promote your product and wait for the results.

It's not that simple anymore. Social media users are well aware of influencer marketing and do not trust that easy anymore anything they see in their feeds.

Becoming a social media influencer is now a way of life. To be a great influencer, you have to know how to generate engagement and need a lot of expert knowledge.

3 Personalized marketing

Are you aware of how many ads you see on the Internet per day? There are too many brands fighting for your attention, trying to sell you their latest product.

As a marketer, you need to be more clever nowadays. It's not enough to show your product or service to a broad audience and wait for the results. You need to address the problems of your potential customers and offer them solutions.

If you have a LinkedIn account, you probably get a lot of spammy messages from salespeople trying to sell you their products. Unfortunately, many of these messages are too generic and don't address your potential problems. Here's a chance for your team! Before you message another CEO about your brilliant tool, do a little research and think of the problems they may be facing – and offer them solutions, not just products.

On the other hand, social listening is an awesome way of jumping right into the discussion. Find people talking about your brand, product, or market niche and really listen to what problems they have. Social selling and conversational marketing can work miracles and, when done right, have a strong potential to become viral.

Although Facebook is losing its popularity, there are still many active groups where users exchange information. It's a chance for your brand to become more connected with your clients and shorten the distance. To boost your digital marketing efforts, you can also use LinkedIn groups.

Personalized messages can also be sent using email marketing strategy. This way of communication is still popular in 2023, and you can use email marketing to create a marketing funnel. Be sure to segment users properly before you start email campaigns.

4 Short-form video content

TikTok videos undoubtedly dominated as the most popular social media content type in the last year. They were so successful that many other major social media platforms copied the style – in the past few years, we've seen the rise of Instagram Reels (later copied to Facebook), YouTube Shorts, and even Twitter tried their luck with Fleets (removed in 2021).

One thing is certain – our attention span is getting shorter. Of course, there are still a lot of captivating videos on YouTube, but short-form video format is a completely different piece of content. You can just scroll TikTok on your way to work or before bedtime as a time-filler.

Here's a challenge for you as a marketer. Use the first seconds of the video to grab the user's attention and try to save your brand in their memory. Probably not every company is viral-worthy, but on the other hand, Ryanair and Duolingo are quite successful when it comes to views on TikTok.

Social media feeds are optimized for mobile devices. Keep that in mind when developing your 2023 digital marketing strategy.

5 Multi-channel social media marketing

Just a few years ago, you didn't have to care much about other social media platforms than Facebook. Everybody was there, and everything happened there.

But not in 2023. Facebook is not yet shutting down, but if you truly want to be a good social media marketer, you have a lot of other different channels to maintain.

The platform that has been getting the most attention lately is TikTok. It has gained a lot of popularity in the past few years, and now the brands are seeing a lot of potential in marketing on TikTok.

The story of TikTok shows us that we must be prepared for any new platform that may appear on the market. Young people (Gen Z and the next generation) are particularly likely to jump ship to the new thing and never look back.

My advice is to observe how BeReal is growing and be on the lookout for any serious Twitter alternative that appears on the market. Right now, Mastodon seems like a potential competition for Twitter.

6 LinkedIn

Although LinkedIn is no spring chicken, its audience is growing year by year, and you can find a lot of potential customers on this platform in 2023.

Think of it that way – LinkedIn Premium is one of the most expensive social media subscription plans, yet 39% of all LinkedIn users still decide to pay for it. That's an impressive result!

The statistics speak for themselves. While preparing a marketing strategy for 2023, you cannot ignore LinkedIn. It's still relevant and a perfect place to start social selling.

By the way, did you know you can monitor LinkedIn with Brand24?

7 SEO

The latest Google updates show us we are approaching the end of an era when it comes to keyword-stuffing SEO. The AI algorithms in search engines are getting clever and can now clearly see if the landing page or article was crafted by a real human who genuinely wants to help the reader or if it was a work of old-fashioned SEO who just paraphrased some other content and added more keywords.

Don't get me wrong – keywords are still important, and you should still care about SEO. You just need to change the perspective. Google and other search engines promote sites that thoroughly answer users' questions, not the ones that have the most backlinks and the exact keyword in the meta title.

If you are still buying spammy links, stuff keywords, and using other black-hat SEO tactics, 2023 is the time to stop.

Another digital marketing trend in SEO is zero-click searches. We all want to hit that first position with perfectly optimized content. But sometimes Google decides to use our answer as a featured snippet, and traffic significantly drops. There's, unfortunately, no remedy for that.

If you want to avoid zero-click searches, be sure your writing is so captivating that the users want to read more. On the other hand, if they are just looking for a quick answer and the featured snippet gives them what they want, there are low chances they would become your client anyway.

8 Customer experience

Because we are increasingly moving to the digital world, the customer experience has become an even more important part of business strategy. Now you can find reviews and opinions about almost everything in a matter of seconds.

If a company offers a bad customer experience, the word will quickly spread out. Customers will quickly start to avoid their products and look for alternatives.

There's just no excuse for poor customer service in 2023.

Your digital marketing strategy should put focus on giving the customers the best experience. Your webpage should be easy to use and fast. Do not hide vital information from users. Work on clear site structure. Use chatbots or other solutions to make customer contact easy.

Improved customer experience will definitely be a huge digital marketing trend in 2023.

9 Ethics in digital marketing

Oh yes, in 2023, there's no place for unethical marketing strategies. Conscious choices are trending.

Your potential and existing customers are now much more motivated by ethics and morality than ever before. Consumers know about global warming and the impact of mindless capitalism on it.

That's why you need to be honest in your communication. Don't be afraid to lose customers if they are not your main target. Sometimes it's better to admit you are not the best choice for them and spare the disappointment (and negative reviews). Users will appreciate your honesty and remember the good advice.

More and more companies pursue CRM (Cause-Related Marketing). They use their social media channels and other marketing materials to promote philanthropy and similar behaviors. Yes, corporate giving often is done purely for tax-deduction purposes, but at the same time, they are really helping the planet.

The bottom line is you just need to stay ethical in your digital marketing strategy. Otherwise, even your loyal customers will turn on you sooner or later when they see your bluff.

10 Inclusive marketing

With the rise of consciousness, there's a much higher focus on inclusive marketing. Long gone are the times when brands didn't care about minorities in their marketing messages.

This digital marketing trend is strongly connected with points 3, 8, and 9 in this article.

When crafting your marketing messaging, please think of inclusiveness. If you are a SaaS or other online business, make sure your website is adjusted for people with poor sight. If you have a physical store, adapt the space for people with disabilities.

But inclusivity is not only about disabilities. A [2022 study by Nielsen](#) shows that 59% of Black viewers are more likely to buy from brands that feature someone from their identity group in advertisements. Think about that in your 2023 digital marketing efforts.

Minorities are also your customers, so you cannot simply omit them in your marketing messages.

11 Google Analytics 4

If you are using Google Analytics, you will be making the switch to the newest version this year. Google announced GA4 would fully replace Google Analytics Universal on July 1, 2023.

If you are still using the old GA, it's high time to test the new version. You can already install it on your website. There are tons of free and paid courses on the new iteration of Google Analytics, so if you encounter any problems, you can seek expert support.

Alternatively, you can try some analytics alternatives. Most of them are, unfortunately, paid, but offer some additional features unavailable in the Google tool. Before you decide to make a switch, check if the tool is compliant with the latest GDPR and other data collection regulations.

12 Gen Z

Finally, people from Generation Z are becoming adults, and soon they will be the main target audience for most sales.

Gen Z online shopping behaviors differ from Millennials and are definitely much more contrasting with Gen X and Baby Boomers. Is your digital marketing strategy prepared for the new wave of customers?

I strongly suggest reevaluating your business strategy and thoroughly monitoring your analytics tools to check the age of people visiting your website. If the audience gets older, then your messaging is probably still on point. But if it gets younger, you need to educate yourself on Gen Z shopping behaviors.

2. Explain the concepts of how changing your strategy based on analysis?

The 6-Step Marketing Data Analysis Strategy To Drive Business Growth

1. Define a Problem

First, you must know what you want to accomplish or what problem you want to solve. This will show you what digital marketing data you need to track and how you need to analyze it. Tracking the wrong data or conducting the wrong digital marketing data analysis will lead you to incorrect assumptions. Similarly, making decisions without data will prevent you from moving forward in a measurable way.

Ask yourself what you want to know or what problem you want to solve. At this stage, it's okay to be general, but your problem should have a KPI attached to it. This might be leads, brand awareness, sales, conversion rates, or ROI.

With this example, we'll go through each step in the digital marketing data analysis process to solve a problem.

2. Set Data-Driven Goals

With your problem and objective defined, a measurable goal will help you determine if you're moving in the right direction. Digital marketing data analysis must be based on goals and benchmarks to give the numbers any meaning. Your goals should be based on previous digital marketing data analysis, or other benchmarks you've gathered. The goals you set should be difficult to reach, but possible.

To adjust your goals accordingly, determine the level of performance you would need to accomplish them. This will help you get specific. From here, you can determine what you would have to improve and by how much to reach a certain goal.

3. Collect Accurate Data

To generate the right conclusion and to focus on the right improvements, your digital marketing data analysis tools must be reliable. The data you receive should also be easy to interpret.

To gather data accurately, you will need a way to track user behavior. The right codes, URLs, or plugins can show you how a user arrived on the page, what they clicked, or whether or not they saw an ad. These tracking codes may include a [Google Analytics JavaScript snippet](#), URL tracking codes, Facebook Pixel, or HotJar plugin, among others. When using these tracking devices, make sure you set events properly, so the device knows what to track. Google Analytics' code snippets, for example, may need to be set up to track conversion events.

Once your tracking devices are installed and events are set up, you'll need to integrate them with a data gathering or compilation platform so you can assess your digital marketing data analysis strategy. For this, you may need to integrate your website and analytics tools with a CRM system like Hubspot. Or you may prefer to use a data compilation platform like Data Box or Google Data Studio.

4. Make Informed Changes

To achieve your goals, you need to decide what to change and how to change it. At this stage, you'll want to hypothesize changes based on previous digital marketing data analysis or other estimates. Use A/B testing or [user testing](#) and study the results individually and gauge the impact of each change. It's a good idea to start with changes that you've made before, so you have a reference point for success, as well as experience. We'll discuss experimental marketing and new trends later in the post.

5. Experiment and Advance

You've reached your goal for your landing page, and you're happy with the results. However, digital marketing strategies and data analysis are not static. Digital marketing is constantly changing as technology changes, and a successful strategy is dynamic. This means you'll need creative approaches to keep improving, and ways to monitor these improvements. Sometimes this means experimenting with new trends. We've updated this post in 2020 to return to this story problem, and see how to keep improving a few years down the road with a modern, creative solution.

6. Assess and Pivot

When experimenting with new trends, it's important to look at new data carefully, and listen to your team. Many new marketing trends are not well-tested, and managers won't have years of experience under their belt. However, this also presents a chance to gain an edge over competitors who aren't yet comfortable with new marketing media or strategies. It's a risk, but it can have a high pay-off. If the strategy doesn't work at first, be careful not to dismiss it out-of-hand. What, specifically, didn't work? Why? Can these things be fixed? Use your digital marketing data analysis strategies and your team's expertise to answer these questions.

How do you update your digital strategy for changing customer needs?

Customer needs are constantly evolving, especially in the digital world. To stay competitive and relevant, you need to update your digital strategy regularly and adapt to changing preferences, behaviors, and expectations. But how do you do that effectively and efficiently? Here are some tips to help you update your digital strategy for changing customer needs.

Assess your current situation

Before you make any changes, you need to understand where you are and where you want to go. **Conduct a digital audit** to evaluate your current performance, strengths, weaknesses, opportunities, and threats. Identify your goals, objectives, and key performance indicators (KPIs) for your digital strategy. Compare your results with your competitors and industry benchmarks. Find out what your customers think, feel, and do online. Use data and feedback to identify gaps, pain points, and areas for improvement.

Research your target audience

Your digital strategy should be customer-centric, meaning that you focus on solving their problems and satisfying their needs. To do that, you need to know who your target audience is, what they want, and how they behave online. Conduct market research and customer analysis to segment your audience, create buyer personas, and map their customer journey. Use tools like surveys, interviews, focus groups, analytics, and social listening to gather insights and feedback. Understand their motivations, challenges, preferences, and expectations. Anticipate their needs and tailor your digital strategy accordingly.

Review your digital channels

Your digital channels are the platforms and tools that you use to communicate, interact, and deliver value to your customers online. They include your website, social media, email, mobile, content, SEO, paid ads, and more. You need to review your digital channels and make sure they are aligned with your goals, objectives, and audience needs. Evaluate the effectiveness, efficiency, and usability of each channel. Optimize your channels for performance, design, functionality, accessibility, and user experience. Choose the right mix of channels that suit your budget, resources, and strategy.

Update your digital content

Your digital content is the information and media that you create and share with your customers online. It includes text, images, videos, podcasts, webinars, ebooks, blogs, and more. Your digital content should be relevant, engaging, and valuable to your customers. It should also be consistent, coherent, and clear across your digital channels. Update your digital content to match your audience needs, interests, and preferences. Use keywords, headlines, formats, and styles that attract and retain their attention. Create and distribute content that educates, entertains, informs, or persuades your customers.

Test and measure your results

Updating your digital strategy is not a one-time event, but an ongoing process. You need to test and measure your results regularly and adjust your strategy accordingly. Use tools like analytics, dashboards, reports, and surveys to track and evaluate your digital performance. Monitor your KPIs, metrics, and outcomes. Analyze your data and feedback to identify what works and what doesn't. Learn from your successes and failures. Experiment with different approaches and tactics. Implement changes and improvements based on your findings.

Updating your digital strategy for changing customer needs is a challenging but rewarding task. It requires constant research, analysis, creativity, and innovation. By following these tips, you can update your digital strategy effectively and efficiently and deliver value to your customers online.

3. Explain the concepts of digital transformation in Web Analytics***What is web analytics?***

Web analytics involves collecting, measuring, and analyzing website data. Web Analytics tools can provide lots of useful information about the origin of website traffic, how

website users navigate and interact throughout a website, what content and web pages they're most engaged with, and how they exit the site.

Marketers can then use this data to optimize the performance of their channels and websites by taking data-led decisions. These are actions we take to improve performance based on our understanding of the data we've recorded; in other words, the data is leading the decision. While it's best practice to follow data-led decisions, we must always remind ourselves to make sure we test and verify the data.

Web analytics tools

Web analytics tools provide information about the origin of website traffic, how users navigate and interact throughout a website, what content and webpages they're most engaged with, and if they take valuable actions on the site, known as conversions, these include purchases or contact requests. Using this data, marketers can optimize channel and website performance with data-led decisions.

A number of analytics tools are available on the market today. Some of them are free, and some of them require a paid subscription. Paid analytics products and free analytics products will differ in terms of support, features, and functionality.

Some examples of available analytics packages include:

- Google Analytics and Google Analytics 360, which are part of the Google Marketing Platform
- Adobe Analytics
- Woopra
- Kissmetrics
- Webtrends
- Piwik

The market leader and most commonly used analytics program is the free version of Google Analytics, or GA as it is sometimes known. The paid version of GA, called Google Analytics 360, offers some additional functionality in terms of report validity and sample sizes. But it's mainly for websites that receive more than 10 million page views per month. For the vast majority of websites, the free version of Google Analytics is perfectly fine.

Because of its functionality and widespread adoption in the market, Google Analytics is seen by many marketers as the single 'source of truth' for website traffic, engagement, and conversion data.

Advantages of web analytics

Web analytics is a valuable way to deduce the ‘story’ behind the data, in order to gain valuable insights and enhance business performance. Web analytics can help a digital marketer understand their customers better by providing:

- Insight into who the customers are and their interests
- Conversion challenges
- Enhanced appreciation of what consumers like or don’t like
- Understanding of how to improve user experience for the consumer

One of the real values of web analytics is that it allows you to deduce the ‘story’ behind the data in order to gain valuable insights and enhance business performance. But how exactly does this lead to commercial returns?

Web Analytics can help you understand your customers better. It tells you who they are, where they're coming from, and what their interests are. It tells you about their demographics and location. It also helps reveal any conversion challenges that might exist on your website. It helps you grasp what content and products your consumers like or don't like, and how they interact on your website. You can use all this information to improve the consumer experience on your site and to optimize the channels that consumers use to visit your website.

Web analytics

Web analytics is the process of analyzing the behavior of visitors to a website. This involves tracking, reviewing and reporting data to measure web activity, including the use of a website and its components, such as webpages, images and videos.

Data collected through web analytics may include traffic sources, referring sites, page views, paths taken and conversion rates. The compiled data often forms a part of customer relationship management analytics (CRM analytics) to facilitate and streamline better business decisions.

Web analytics enables a business to retain customers, attract more visitors and increase the dollar volume each customer spends.

Analytics can help in the following ways:

- Determine the likelihood that a given customer will repurchase a product after purchasing it in the past.
- Personalize the site to customers who visit it repeatedly.

- Monitor the amount of money individual customers or specific groups of customers spend.
- Observe the geographic regions from which the most and the least customers visit the site and purchase specific products.
- Predict which products customers are most and least likely to buy in the future.

The objective of web analytics is to serve as a business metric for promoting specific products to the customers who are most likely to buy them and to determine which products a specific customer is most likely to purchase. This can help improve the ratio of revenue to marketing costs.

In addition to these features, web analytics may track the clickthrough and drilldown behavior of customers within a website, determine the sites from which customers most often arrive, and communicate with browsers to track and analyze online behavior. The results of web analytics are provided in the form of tables, charts and graphs.

Essential web analytics steps



Fig 5.1 – Web analytics steps

Web analytics process

The web analytics process involves the following steps: (Refer Fig 5.1)

1. **Setting goals.** The first step in the web analytics process is for businesses to determine goals and the end results they are trying to achieve. These goals can include increased sales, customer satisfaction and brand awareness. Business goals can be both quantitative and qualitative.
2. **Collecting data.** The second step in web analytics is the collection and storage of data. Businesses can collect data directly from a website or web analytics tool, such as Google Analytics. The data mainly comes from Hypertext Transfer Protocol requests -- including data at the network and application levels -- and can be combined with external data to interpret web usage. For example, a user's Internet Protocol address is typically associated with many factors, including geographic location and clickthrough rates.

3. **Processing data.** The next stage of the web analytics funnel involves businesses processing the collected data into actionable information.
4. **Identifying key performance indicators (KPIs).** In web analytics, a KPI is a quantifiable measure to monitor and analyze user behavior on a website. Examples include bounce rates, unique users, user sessions and on-site search queries.
5. **Developing a strategy.** This stage involves implementing insights to formulate strategies that align with an organization's goals. For example, search queries conducted on-site can help an organization develop a content strategy based on what users are searching for on its website.
6. **Experimenting and testing.** Businesses need to experiment with different strategies in order to find the one that yields the best results. For example, A/B testing is a simple strategy to help learn how an audience responds to different content. The process involves creating two or more versions of content and then displaying it to different audience segments to reveal which version of the content performs better.

What are the two main categories of web analytics?

The two main categories of web analytics are off-site web analytics and on-site web analytics.

Off-site web analytics

The term *off-site web analytics* refers to the practice of monitoring visitor activity outside of an organization's website to measure potential audience. Off-site web analytics provides an industrywide analysis that gives insight into how a business is performing in comparison to competitors. It refers to the type of analytics that focuses on data collected from across the web, such as social media, search engines and forums.

On-site web analytics

On-site web analytics refers to a narrower focus that uses analytics to track the activity of visitors to a specific site to see how the site is performing. The data gathered is usually more relevant to a site's owner and can include details on site engagement, such as what content is most popular. Two technological approaches to on-site web analytics include log file analysis and page tagging.

Log file analysis, also known as log management, is the process of analyzing data gathered from log files to monitor, troubleshoot and report on the performance of a website.

Log files hold records of virtually every action taken on a network server, such as a web server, email server, database server or file server.

Page tagging is the process of adding snippets of code into a website's HyperText Markup Language code using a tag management system to track website visitors and their interactions across the website. These snippets of code are called *tags*. When businesses add these tags to a website, they can be used to track any number of metrics, such as the number of pages viewed, the number of unique visitors and the number of specific products viewed

Web analytics tools

Web analytics tools report important statistics on a website, such as where visitors came from, how long they stayed, how they found the site and their online activity while on the site. In addition to web analytics, these tools are commonly used for product analytics, social media analytics and marketing analytics.

Some examples of web analytics tools include the following:

- **Google Analytics.** Google Analytics is a web analytics platform that monitors website traffic, behaviors and conversions. The platform tracks page views, unique visitors, bounce rates, referral Uniform Resource Locators, average time on-site, page abandonment, new vs. returning visitors and demographic data.
- **Optimizely.** Optimizely is a customer experience and A/B testing platform that helps businesses test and optimize their online experiences and marketing efforts, including conversion rate optimization.
- **Kissmetrics.** Kissmetrics is a customer analytics platform that gathers website data and presents it in an easy-to-read format. The platform also serves as a customer intelligence tool, as it enables businesses to dive deeper into customer behavior and use this information to enhance their website and marketing campaigns.
- **Crazy Egg.** Crazy Egg is a tool that tracks where customers click on a page. This information can help organizations understand how visitors interact with content and why they leave the site. The tool tracks visitors, heatmaps and user session recordings.

4. Explain the concepts of digital transformation in Social Media.

Examining the Impact of Social Media on Digital Transformation Initiatives

Social media has become an integral part of the digital transformation landscape, driving greater levels of creativity and collaboration with users.

The use of technology and digital processes to improve corporate operations and customer experiences is referred to as a digital transformation initiative. Adoption of new technologies, such as social media platforms, artificial intelligence (AI), and analytics, as well as the implementation of digital processes such as cloud computing, omnichannel commerce, data analytics, and automation, are common components of these projects. Integrating digital transformation projects into an organization's existing systems is crucial for keeping up with today's ever-changing technology landscape.

Social media has become an indispensable aspect of modern life, and it is quickly becoming one of the most popular avenues for businesses to communicate with customers and other stakeholders. Companies are using social media in their digital transformation strategies to capitalize on its enormous potential.

Companies, for example, use it to boost customer engagement, generate leads, provide customer support, raise brand recognition, communicate with a larger audience, and acquire vital consumer data. It also gives businesses the ability to develop personal relationships with their customers. As a result, social media has become a vital tool for businesses seeking to remain competitive in today's market.

However, before businesses can begin integrating social media into their digital transformation programs, they must first address a number of problems. For example, many firms lack the technical resources required for the successful implementation and management of social-media-based digital transformation efforts.

Furthermore, businesses must guarantee that their material complies with many legal requirements governing privacy and intellectual property rights, or risk incurring substantial fines or penalties. Finally, businesses want a clear strategy outlining how they intend to use social media in order to maximize their return on investment (ROI).

The Growing Influence of Social Media

Social media has become one of the most effective tools for businesses to reach desired audiences, engage consumers, and analyze data as technology has advanced. Social media sites like Facebook, Instagram, and Twitter provide businesses with unparalleled access to a large number of potential clients who are actively interested in their product or service. Furthermore, social media platforms allow businesses to communicate with present and potential clients on a more personal level.

Businesses are using social media not only as a platform for advertising but also as an integral component of their digital transformation activities. They can uncover trends in

customer behavior and preferences by analyzing user data via social media channels, which can then be used to design their digital activities.

Companies may rapidly inform customers about new product launches or planned changes to existing digital products and services by providing regular updates. Furthermore, engaging with customers on social media can enhance customer-brand ties and increase overall loyalty for both present and future customers.

Businesses may also actively monitor user engagement with their content across many channels by leveraging numerous analytic tools available on major platforms, such as Facebook Insights or Twitter Analytics service, while also extracting important insights into user interests and habits.

This allows them to better identify what types of material resonate the most with consumers, allowing them to alter their strategy to better target desired audiences. Furthermore, firms may utilize this data to create customized online marketing campaigns based on the preferences of target clients, which increases engagement rates even further.

Also, businesses have begun to capitalize on the power of influencer marketing by collaborating with well-known figures or bloggers who have a large following on popular social media platforms such as Instagram or YouTube to spread awareness about their products or services in a more effective manner.

This type of marketing boosts brand awareness across several platforms, which leads to increased customer engagement with those companies from those targeted influencer audiences, resulting in improved overall conversion rates for such initiatives.

Overall, it is apparent that social media has become an indispensable tool for digital transformation programs because it gives organizations unprecedented access to enormous volumes of customer data and enables them to engage directly with specific target audiences at scale.

With the ability to facilitate targeted marketing campaigns as well as gain valuable insights into customer behaviors and interests, organizations today must fully utilize everything that these powerful platforms have to offer in order to remain competitive in today's ever-changing digital business landscape.

Benefits of Leveraging Social Media in Digital Transformation Strategies

Because of its broad reach, sophisticated targeting capabilities, and tremendous impact on brand exposure, social media can play an important part in digital

transformation activities. As a result, there are a number of significant advantages that firms can get by incorporating social media into their digital transformation initiatives.

To begin with, social media can assist businesses in reaching new audiences and expanding their consumer base beyond traditional marketing methods. Businesses can use social media to directly contact potential customers and establish individualized interactions to attract their attention. Companies may better understand the interests of their target audience and shape their messaging accordingly for maximum impact with the capacity to target content more precisely with analytic tools such as social listening.

Second, social media is an excellent platform for gathering customer feedback that can be used to inform digital transformation projects. Companies can use surveys, polls, and other methods to gather direct and meaningful input from customers, which they can then utilize to improve present offers or tailor future products and services to better match customer expectations. This allows firms to keep ahead of any changes in customer preferences or market trends that may have an impact on their long-term success.

Third, businesses should use social media's capacity to raise brand awareness and bring people back to their websites or apps. Companies can use platforms like Instagram's Stories feature or Twitter's Moments cards to utilize high-impact images that capture users' attention while directing them back to relevant product or service pages.

Challenges in Integrating Social Media into Digital Transformation Programs

The incorporation of social media into digital transformation initiatives presents a number of issues that must be addressed in order for the initiative to be effective.

To begin with, it is vital to comprehend the complexity of utilizing such instruments as part of a larger corporate strategy. Social media marketing and other activities necessitate a thorough understanding of how these channels may be used to effectively reach an organization's target audience and support its overall goals. Furthermore, each platform has its own characteristics and needs for effective use, making it challenging for enterprises to exploit all channels simultaneously.

Second, adopting social media as part of a digital transformation program presents a considerable technological hurdle. To be productive, businesses want platforms that are simple to operate and that interact with existing systems. Furthermore, in order to harness the potential of these tools, businesses must guarantee that they have the requisite people with the appropriate skill set.

Third, when using social media as part of any digital transformation effort, security is critical. While there are advantages to using these platforms for business, there are also disadvantages to permitting user-generated content on an organization's website or other platforms without sufficient authorization or supervision.

This risk extends beyond the potential malevolent intent of users to potential data breaches caused by unauthorized access or misuse of information posted on social media sites by workers or other trusted third-parties.

Finally, quantifying the effectiveness of a digital transformation program is frequently difficult due to a lack of quantifiable measures pertaining to social media usage and engagement within a company.

Companies require methods to track usage and engagement levels for each platform in order to accurately measure the performance of their initiative over time; however, no out-of-the-box solution is available for this purpose, and manual tracking can quickly become labor intensive and inefficient if not properly managed.

Integrating Social Media Solutions into Your Digital Transformation Initiative

1. Identifying Opportunities for Social Media Innovation

Social media innovation connects customers, promotes products, gathers insights, and engages stakeholders. Social media may help businesses of all sizes compete. But how? Before using social media innovation in your organization, find the best short- and long-term solution.

Research the social media and technological scene. Consider present and future needs. Many organizations use Facebook and Twitter for marketing, but Pinterest is also becoming a crucial content marketing tool. Look for startups with novel customer engagement methods.

Next, examine how competitors and complementary firms use social media innovation. Watch their actions to learn best practices for your brand or business. This might reveal what works and what doesn't in your industry's latest technologies and methods.

Finally, use social media to improve customer experience. How can you better contact customers? What strategies would best suit them? Surveys and focus groups can help you discover client preferences before investing in a platform or approach.

2. Conducting Market Research on Current Trends

Market research should be the first step in incorporating social media innovation into your business. Market research helps businesses understand customers' needs and competitors' strategies. This helps them create unique campaigns that attract customers and keep them coming back.

Businesses should review customer feedback on past social media marketing campaigns when conducting market research. This can help them determine which messages are most effective and which processes need improvement. They should also check out their industry peers' social media accounts to see what content strategies they're using and how well they're doing at brand awareness and user engagement.

To find opportunities, businesses should analyze their competitors' digital marketing strategies. Companies can learn what works by watching how their competitors reach their target audience. Customer reviews of competitor products and services can also help develop a competitive strategy.

Finally, businesses should perform keyword searches on Google and Bing to find popular industry or niche keywords for competitive analysis. This information can be used to create content strategies for social media posts and other digital ads on websites and other platforms, like display ads and banner ads. In order to better understand what topics to pursue when promoting products or services via digital channels like social media, businesses may also want to look at relevant blogs and websites that focus on current industry trends.

3. Determining What Platforms to Utilize

After deciding how to integrate social media innovation into your company, choose which platforms to use. It's crucial to choose platforms that reach your target audience and maximize engagement and value.

First, decide what content fits your business goals. Photos, videos, articles, and infographics perform differently on different platforms. Instagram and Twitter prefer visual content, while LinkedIn and Facebook prefer longer-form content. For example, Pinterest may work well for a fashion retailer but not for a B2B company targeting decision makers.

After choosing your content type, you can research the best platforms for your goals. Review each platform's key features and analytic tools to see if they'll help you reach your goals. This can help you understand how users interact with different types of content on

different platforms and inform future strategies. Consider technologies or software that integrate with platforms to make data collection or performance tracking easier.

Finally, when researching platforms, consider budget constraints. Depending on your budget, you may need to limit the number of social media accounts you use or use accounts with shared logins for team members.

Selecting the right social media platform(s) is key to implementing social media innovation in your company. Do your research and analyze metrics to maximize engagement with your target audience!

4. Creating a Comprehensive Social Media Strategy

Before strategizing your social media campaigns, set a goal. Once you know your social media goals, the rest will be easier.

After choosing your goals, make a comprehensive plan to achieve them. Audience targeting, content creation, platform management, and analytics and reporting are essential to social media strategy.

- **Audience Targeting:** Successful social media campaigns require knowing your audience. When crafting messages that resonate with potential target audiences, surveys and interviews provide valuable insight into their interests, needs, and behaviors. Understanding who has interacted with your content can help you prioritize demographics in future campaigns.

- **Content Creation:** Social media marketing success depends on interesting and engaging content! Creating platform-specific content takes time and planning, but the right tools can make it easier. Popular content-planning platforms like Hootsuite and Sprout Social let users schedule posts in advance and track brand conversations across networks in real time. When posting to multiple platforms, an organized library of high-quality images and videos can save time.

- **Platform Management:** Your brand must be active on its chosen platforms to maximize engagement with followers and potential customers! Staying current on trends and building relationships with other influencers can also help boost social media visibility. Setting up prominent hashtags on Twitter or producing creative Instagram Stories visuals increases success!

- **Analytics & Reporting:** Social media platforms offer many analytic tools that can help companies adjust their strategies based on campaign success. By tracking follower interaction and other key performance indicators (KPIs) like link clicks and platform

mentions over time, users can determine if campaigns are working or need optimization. Brands can identify audience trends and optimize product development and long-term strategy by regularly monitoring these results.

5. Analyzing Results of Your Social Media Efforts

After creating a presence on various social media platforms, you should evaluate the success of your efforts. Monitoring metrics that show how well your campaigns and initiatives are performing across different platforms is crucial. This will provide you with quantitative information about the accomplishment or failure of your social media campaigns.

Establishing core metrics that you can use for benchmarking and monitoring advancement over time is crucial. One example of these metrics is overall engagement: How many likes, comments, shares, retweets, and the like does your content receive overall?

- Reach: How widely is your content being accessed?
- Conversion rate: What proportion of people who encounter your content ultimately engage in the desired action?
- Audience expansion: Are you noticing a rise in subscribers? How fast or how slow?

So that you can track progress and make necessary strategy adjustments, these core metrics should be regularly monitored.

The performance of your campaigns can be better understood by measuring deeper KPIs in addition to the key metrics like engagement, reach, and audience growth. The click-through rate (CTR), cost per click (CPC), cost per acquisition (CPA), lead generation rate (LGR), and brand sentiment (positive/negative customer feedback on social media channels) are a few examples of KPIs that could be used.

Numerous data points can be analyzed and studied for potential future improvements in social media efforts by gathering data from various sources, including website analytics, hashtag tracking tools, surveys, or polls, among others. To understand customer preferences and changes in industry trends, it is critical to have accurate data.

By analyzing these findings, you'll also be able to spot important areas where your business can develop or improve in terms of integrating cutting-edge social media practices.

For instance, if a certain campaign doesn't yield the results you were hoping for, you can consider potential causes like ineffective targeting or messaging, a lack of creative content, timing problems, and an inappropriate platform choice.

Enhancing current campaigns and developing new ones with better outcomes can both be facilitated by identifying areas for improvement. You can maximize the effectiveness of any upcoming campaigns on each platform by learning what works best for each one from results analysis.

Closing Thoughts on the Impact of Social Media on Digital Transformation

Social media will become more important to digital transformation initiatives as it keeps growing. It can help companies engage customers, recruit employees, and stay ahead of competitors. Companies can also use social media as part of a digital transformation strategy to capitalize on its massive reach and growing user base.

Social media has its own risks and challenges that must be addressed to maximize its potential benefits. To prevent social-media-related attacks and data breaches, companies must have strong network security. Companies should also be mindful of how they use social media for customer engagement and make sure they respond to inquiries quickly and post legal content.

Finally, to remain in the forefront of competition, organizations should stay ahead of social media trends and digital transformation technologies. By doing so, companies can keep their digital transformation initiatives up-to-date with industry standards, while maximizing the potential for a truly integrated approach that uses both traditional methods and cutting-edge technology.

5. Explain the concepts of digital transformation in Mobile

We have seen the huge impact of the pandemic on working practices and the way it has energised the move towards mobile and personal solutions. However, many of those quickly chosen and deployed solutions are now showing their limitations, so enterprises are re-evaluating their long-term plans. The digital transformation is itself transforming.

Some enterprises pivoted to digital transformation to deliver an emergency mobilisation of their services, such as by making them accessible remotely, most often via mobile. For a few, simply adding WhatsApp as a communication channel was sufficient to capture traffic. For most, however, a far more complex solution is, or will be, needed.

If you work in any business that delivers mobile-centric solutions for the logistics, communications or e-commerce sectors, rest assured that your calendar will remain well booked. The members of the Mobile Ecosystem Forum (MEF) working in enterprise communications services reported a very high Business Confidence Index in 2021.

However, businesses are undergoing a profound review of what mobility and digital services mean. Enterprises are interested not just in improvements to the customer experience, but in how their business models should evolve. In other words, companies are ready to challenge themselves.

Retail businesses, in particular, are very aware that delivery is the first step, but they are now also looking at long-term advantage. Manufacturing companies are again questioning how they can support customisation from the customer side.

Digital transformation is turning to more high-value consulting services, supporting a re-evaluation of the entire business. This is both an opportunity and a threat.

The emerging threat now taking Centre stage

The other side of digital transformation is fraud. By 2025, cyber fraud is expected to be worth \$10.5tn globally. This threat has been largely underplayed by many in the industry.

Cyber security is difficult – it includes new internal processes, solutions and collaborations throughout the supply chain. Customers often request a “single solution” – enterprises want a single pill to take that will protect them from digital attacks.

Unfortunately, the reality is more complex. We suggest they think of their cyber security providers as coaches, rather than simply as software providers.

Data guardianship

Some would expect data compliance to be well established – after all, the General Data Protection Regulation (GDPR) was officially launched in 2018.

Instead, there was a sevenfold increase in GDPR infractions in 2021, according to data protection supervisory authorities across Europe. They issued a total of nearly €1.1bn in fines between January 2021 and January 2022, according to international law firm DLA Piper. The analysis shows that more than 130,000 personal data breaches have been communicated to regulators – possibly even more as some will not have been communicated.

Enterprises need to be educated further on the importance of customer data – and the importance of investing in protecting that data. MEF regularly surveys 450 enterprises globally on key topics. In 2021, it asked how many customers they hold data for – the average is 4.6 million per company. Only 43% of these report having robust protection policies in place.

Little demand for 5G private networks – yet

The role of private networks on 5G is still very limited, if not marginal. The applications for low-latency, high-speed networks have not yet delivered high demand in enterprise networks based on this technology. The release of Wi-Fi 6 will also have an impact.

At the end of 2021, MEF surveyed 450 enterprises using internet of things (IoT) solutions across nine global markets. These companies share the excitement for the IoT, seeing it as a potential to gain business advantage, beyond simply driving efficiency, competition or cost savings.

However, the rate of adoption has not yet reached the high expectations of many in the industry. IoT applications are not accelerating, and most companies have just one application in development. There are fewer in development than are currently live, so continued roll-out of new applications will be slow – though plans will have been affected by external factors such as Covid.

Almost a third of all agriculture companies are planning no new IoT applications, and surprisingly around 30% of utilities similarly have none in development. The strongest sectors for new IoT use cases appear to be manufacturing and automotive. This suggests there is an opportunity for suppliers to engage with companies in all sectors to understand how best to leverage the drivers of IoT to get new applications into development.

CPaaS – the comms winners

The success of communications platforms as a service (CPaaS) players has caught some telecoms groups by surprise. CPaaS includes companies such as Twilio, Infobip and Sinch. They specialise in interfacing with enterprises to support their communications demands, removing the need to manage sometimes complex relationships with multiple telecoms players.

Marketing automation, application programming interfaces (APIs) and a consulting approach have made these players stand out. Their focus on quick delivery and transparent pricing has turned them into multibillion-dollar companies. More operators are now entering the CPaaS market with gusto, even if with some delay. Offering a solution instead of connectivity is a big leap, though, and will require considerable investment and change. The wholesale approach is now much more common for telecoms players – from network sharing to new edge solutions – and the latest evolutions in technology, such as open RAN, hyperscale cloud and edge, are well aligned to support new business models.

As the consumer markets mature, telecoms players are looking at business applications much more. However, many telcos are finding the competition robust, as they are lacking a strong integration or consulting arm. Overall, there are multiple opportunities for partnerships in the market

Today, the world is much more connected than it was a few years ago. Smartphones have brought an explosion of new technologies and applications that have fundamentally changed our lives.

Why so? It's down to mobile applications. Mobile apps play a vital role in the broader process that advocates for digital transformation. By making it easier for businesses to reach their customers, mobile apps can create a culture of innovation that increases productivity and helps organizations become more efficient.

Read this blog to explore how mobile apps can leverage your business potential and how to deliver a mobile-friendly experience to your customers.

What is digital transformation?

To keep up with the ever-changing demands of both the market and the business world, more and more companies are relying on digital technologies to create and implement innovative business processes, refresh company culture and enhance the customer experience. This is referred to as digital transformation. Although digital transformation may involve digitization initiatives, it extends far beyond the scope of individual projects and has far-reaching consequences for the entire business.

Why is digital transformation important?

The digital transformation movement is only gaining momentum and is expected to continue to accelerate. By 2023, IDC predicts that 53% of all investments in information and communication technology will be in digital transformation initiatives.

When it comes to digital transformation, most companies need to let go of their traditional wisdom and try implementing new practices - which in turn can boost customer service, encourage creative problem-solving among staff, and ultimately lead to substantial growth.

Mobile applications and their role in digital transformation

In today's digital age, the proliferation of mobile apps has radically altered how organizations operate and created countless new opportunities. As customers increasingly rely on mobile devices, businesses can gain an edge by catering to this trend through the development of mobile apps.

The Statista report shows that by 2023, there will be 7.26 billion mobile phone users in the world. On top of that, the number of mobile app downloads is expected to skyrocket to 258 billion by 2023.

In the past year alone, more than \$50 billion was invested in mobile app development companies. The industry has seen unprecedented growth over the past few years as more and more organizations recognize the role of mobile apps for their businesses.

How does mobile application act as a key catalyst in digital transformation?

Companies can seize market opportunities, boost customer satisfaction, and improve the quality of their service by developing mobile apps that are tailored to their specific needs and mobile experience.

Expand customer base and promotional channels

Mobile apps have made it possible for people to maintain relationships regardless of their location, which makes them a must-have tool for any business. Businesses can now use mobile apps to expand their customer bases and reach new customers through novel channels. Mobile apps are also being used by businesses to boost productivity, revenue, remote stakeholder collaboration, and communication of policy and strategy shifts.

Real-time interactions for enhanced customer satisfaction

Mobile apps enable businesses to stay connected with customers in real-time. They offer a more convenient way of doing things than going online or calling up a customer service desk. Moreover, mobile apps help increase customer satisfaction and loyalty because they allow customers to access information from anywhere at any time.

How to get started with mobile apps as part of your digital transformation?

Mobile apps are the key to a successful enterprise rollout of digital transformation. Here's how:

When it comes to implementing a digital transformation, there are two prime elements that businesses need to focus on when planning to digitally transform their workflow and workforce: **adaptability and portability**. These two elements work hand in hand as they strive to hit both targets in one go.

Adaptability refers to how easy it is for employees or teams to change their workflows and communications when required. This can be achieved through mobile apps that allow them to access company data from anywhere, anytime. Mobile apps also help automate processes through APIs (application programming interfaces), which helps make business processes more efficient and cost-effective.

Portability refers to how easily employees can use their own devices (such as smartphones) or cloud storage services like Dropbox or Google Drive while working remotely at home or other places outside office premises.

Bringing these two elements together is what makes mobile apps such an ideal way of digitally transforming your business workflow and workforce.

The importance of mobile application testing

Testing is a crucial step in creating a successful mobile app. Did you know that 80% of customers delete or uninstall an app that doesn't meet their expectations? A thorough mobile testing strategy allows you to rest easy knowing that your apps will deliver a consistent and reliable user experience across all devices.

Implementing a comprehensive mobile testing strategy is crucial to the success of any digital transformation effort. Using mobile app testing, the appearance, performance, and functionality of a mobile application can be validated across several devices.

Apps should be optimized for the most popular mobile-OS combinations among the target audience in order to deliver a consistent experience across devices and operating systems. This contributes to a reliable and customer-focused experience for first-time consumers. Improved usability increases the likelihood of greater distribution.

Types of testing for mobile applications

Types of mobile testing	The Katalon Platform
Functional testing	Tests UI elements, screen adaptation, core structures, and functions of the app, the installation and update processes, localization settings, compatibility, and accessibility of the application under test (AUT).
Operational testing	Assesses the AUT's response to events and changes in certain devices such as power cycling, data cable connection, Wi-Fi connection; then compares them with the defined requirements.
Interrupt testing	Imitates all possible interruptions, such as incoming and outgoing calls/SMS/MMS, pop-up notifications/reminders, etc. They ensure the AUT can handle all interruptions by going into a suspended state and restarting afterward.
Security testing	Ensures the AUT's absolute security over the users' data to avoid risks such as leakage of sensitive information.
Performance testing	Determines how the application responds under a particular number of challenges such as low battery power, out-of-coverage network, etc.
Visual testing	Compares the visible output of an application to the expected results of the application's design.

Without mobile application testing, businesses cannot produce globally accessible and scalable apps for mobile platforms. Testing on different devices makes it possible to compare your app with competitors' offerings by ensuring that your app provides an optimal experience across all device types. This includes ensuring that your app works well on all screen sizes (from small phones to large tablets), even if you're developing an iOS application or an Android application.

The Katalon Platform - Mobile Automated Testing

There are several affordable mobile testing tools to choose from, but the fastest and most effective are automated solutions that can satisfy these requirements:

Direct access to thousands of cloud-based mobile emulators and real devices

For mobile testing, a combination of emulators/simulators and actual devices is recommended. Emulators and simulators are effective for the majority of pipeline tests and increasing test coverage. Real device cloud is an environment for testing mobile applications that enables instant access to thousands of real iOS, Android, and other mobile devices. App developers and QA testers can test on any device/operating system combinations to obtain real-world input and assure optimal customer coverage.

Provide easy access to thousands of variations of mobile browsers

The explosion of mobile device use means that one website must be tailored to work on 9000+ devices - which poses a challenge for developers and testers. With Katalon, teams can choose execution environments for each test suite at orchestration time instead of modifying test project code for each environment, as with third-party providers.

Cover both mobile browser and native mobile app testing

This is useful for hybrid mobile apps, which are a mix of native and web apps. Hybrid apps are those that display the functionality of a website in the form of a mobile app and are wrapped in a native environment using several frameworks, and are built using a standard web stack (HTML, CSS, Javascript).

To ease your way into the digital transformation and help you deliver more quality apps, the **Katalon Platform** is an ideal option. We make mobile testing more efficient and simpler through a developed infrastructure for multiple domains such as web, API, mobile apps, and desktop testing.

Mobile Testing Capability	The Katalon Platform
Supported OS	Windows, macOS, Linux
Installation & Use	Easy to set up and use
Application Under Test	Native apps, mobile web apps, hybrid apps
Testing Platform	Android and iOS
Testing Device	Real devices and emulators
Programming Skill	Not required
Record & Playback	Advanced

6. Explain the concepts of digital transformation in Email

Digital transformation isn't just about adopting innovative technologies. At heart, it is about customers as they are the primary catalyst driving the digital disruption. Hence, brands need to focus on a customer-centric approach to strengthen loyalty and advocate digital transformation strategies.

A customer-centric digital transformation prioritizes a seamless customer experience. It integrates innovative technologies in all business areas, changing how businesses operate and deliver value to customers.

It also triggers cultural change, requiring organizations to plan and implement change management strategies.

Email is one of the amazing channels that can deliver an excellent experience.

Therefore, email marketing allows brands to provide relevant and personalized experiences during each buyer journey stage, allowing them to understand how a product or service can support their lifestyle.

Further, being data-centric, email marketing encourages brands to create a collaborative team that delivers connected experiences through various channels.

This post will share how email marketing is a crucial component of a digital strategy and help brands achieve customer-centricity.

Why Email Marketing Is the Cornerstone of Digital Transformation?

Each marketing tactic is unique in terms of digital transformation. For instance, most business strategies invest in content marketing, email marketing, social media marketing, organic or paid search, digital advertising, and online events to boost brand awareness and generate leads.

Research shows that email marketing generates \$42 for every \$1 spent. In other words, email marketing generates an astounding ROI of 4200%, thus making it the most effective marketing channel available today.

Further, email marketing ties all your marketing efforts together and has a longer lifespan than your social posts.

For instance, tweets have a short lifespan of about 18 minutes. Within half an hour, they seem to disappear into the abyss of Twitter's newsfeed.

On the other hand, email placement in the recipient's inbox is more prominent. It is easy to reference the email later.

Also, emails offer a way to send personalized messages to prospects and customers.

Advances in email automation and the data-centric nature of email marketing have made it possible for marketers to send tailored messages based on subscriber preferences. This kind of marketing is perfect for attracting leads, delighting existing customers, and delivering connected experiences.

In fact, according to Litmus' State of Email Survey findings, brands that personalize their email content see an ROI of 44:1 compared to 36:1 for brands that don't.

Finally, post-purchase emails allow marketers to reinforce their brand value, thus forming a deeper connection with their audience and building a better reputation.

Therefore, email marketing can drive customer-centric digital transformation because it focuses on delivering extraordinary brand experiences that revolve around a 360-view of the customer. The digital transformation process persuades marketers to invest in technology to decipher and create meaningful customer experiences.

For instance, many of Heathrow's popularity and success comes from its investment in technologies that make flying to and from the airport more enjoyable for travelers and airlines. They have invested in several digital initiatives that aim at connecting with passengers, one of which is email.

Heathrow's customers receive email newsletters as a part of their loyalty program. They also leverage Adobe Campaign to deliver targeted emails that pique customer interest and keep them returning.

How Email Marketing Can Drive Customer-Centric Digital Transformation

1. Allows Businesses to Gather Data for the Tailored Brand Messages

Email marketing is pretty data-centric.

It enables brands to collect behavioral, location-based, and real-time demographic data. The insights derived from this data allow marketers to create meaningful experiences and ensure hyper-personalization.

Thus, brands can go beyond merely monitoring buyer preferences to interpreting and devising strategies based on real-time customer data.

Going back to the Heathrow example we shared earlier; the airport brand uses hyper-personalization to distribute 130 targeted emails each month. It delivers suitable promotional offers to customers, thus boosting their click-through rates and open rates by 25%.

2. Automation allows businesses to make predictable sales

The massive amount of data collected through emails are processed using automation systems. It helps marketers identify what customers are looking for, need, or buy next. Such predictive automation enables brands to offer elevated experiences.

Thus, automated email marketing can help businesses provide what they have promised to their customers for their loyalty and subscription to their brand.

Whether it's a thank-you email or a reminder to shop, automation email marketing is a great tactic to stay connected with and engage customers in this age of digital transformation.

3. Enables businesses to take a proactive approach to help customers

A Salesforce survey of 7,000 senior marketers leading through change revealed that 69% of marketers expect businesses to offer connected experiences. They want to move seamlessly to new channels to make their buying decisions.

Customer data gathered through emails allows marketers to offer automated solutions like chatbots that help them learn more about human behavior and interactions.

Thus, businesses can use emails to drive customer-centric digital transformation by combining human interactions and AI technologies.

Conversational AI allows businesses to understand what customers ask or respond to a promotion. This data, along with a customer's historical information, helps marketers gain insights into how to help customers better. If there's unusual behavior, the technology enables them to solve the issue proactively, thus adding to customer delight.

4. Offers Suitable Marketing Metrics to Digitally Transform Enterprises

Email remains the most popular and preferred marketing channel with customers. Nearly half of the customers prefer emails over other channels like SMS and push messages from brands.

So, to embrace agility, marketers should consistently track emails. Monitoring metrics like click-throughs and open rates can help businesses determine whether their emails engage relevant customers.

For instance, a lower open rate shows that your email's subject line isn't effective or valuable enough to trigger an action. Similarly, a higher unsubscribe rate means your marketing team needs to revise the email content and make it more engaging.

This Natera case study shows how the Texan clinical genetic testing company increased its email engagement using Seventh Sense and HubSpot tools. These tools enabled them to use send-time optimization to discover the best time to connect with subscribers.

Natera noticed that engaged recipients were 2.5% more likely to open emails and nearly 24% more likely to click through their content. Natera saw an 85% rise in new contacts from email marketing within the first half of the year by increasing their open and click-through rates.

Data and analytics are the fuel for any digital transformation activity today. Leverage analytics and track the relevant email metrics to see how your emails perform. Identify areas to improve customer engagement and relationships via email.

Define your buyer persona through the insights derived from analytics to boost your email strategy's chances of success.

5. Allows Businesses to Reward Customers

Marketing tactics shouldn't just target and promote products and services. It should recognize loyal customers and reward them with discounts, coupons, personalized emails, and other promotional offers.

While prioritizing customer-centricity in digital transformation, businesses need to pair email strategies with emails attesting to brand authenticity.

In other words, the email campaign should comprise emails that show how much the business cares about its relationship with its subscribers.

So, to build successful relationships, brands can leverage technology to reward customers on their birthdays, anniversaries, or other special occasions.

AI offers an innovative way for businesses to improve personalization, creation, and delivery. The technology pushes the boundaries of email marketing automation to help businesses offer enhanced experiences to their customers.

Improves Brand Reputation

Implementing advanced technology in their email strategies gives brands a competitive edge and boosts their reputation. Instead of differentiating themselves on price, product quality, or customer experience, email marketing automation allows them to distinguish on purpose.

Such email strategies are usable to spearhead customer-centric digital transformation. Transparency about the process helps businesses build trust and loyalty.

Take time to monitor your emails. Analyze whether these emails appeal to customers or are consistent with your brand's voice and persona.

Summing Up

The growing and changing customer expectations and technological advances are the primary drivers of a brand's digital transformation strategy. These technologies are enabling brands to offer hyper customer-centric experiences.

In such a disruptive scenario, emails marketing can be the best channel marketers can leverage in such a disruptive scenario.

Emails have always been a critical part of a business's digital strategies because firms have realized their valuable contribution to creating holistic and powerful strategies. They help marketers to achieve customer-centricity using customer data for creating personalized messages.

Additionally, email marketing will continue to bridge the gap between digital transformation and customer experience as we advance. The marketing channel will give brand owners the agility to improve their customer experience through their enterprise.

7. Explain the concepts of digital transformation in Ad-words

Recent research from Boston Consulting Group reports that 98% of advertisers are not realising the full potential of data driven marketing.¹ According to Google research, only one in three brand experiences are perceived by consumers as being really useful.

Clearly, there is huge room for improvement, and this is where technology can make a big difference. With data-driven marketing, you can know your audience better and create engagement at every step of the customer journey - especially if you use automation to improve performance.

According to the study by BCG, advanced advertisers who have already adopted data-driven marketing strategies are reaping considerable rewards: up to 30% savings on costs and 20% growth in income. However, according to the same study, only 2% of advertisers are taking full advantage of the opportunity.³

To address this shortfall and help businesses get to grips with the fundamentals of digital transformation, we've put together a guide consisting of five fundamental principles – we call them the 5 As.

Audience: Identifying and engaging the right people

A brand that understands its audience is more likely to capture their attention. The challenge for marketers though is to organise their data sources so that they're able to identify, understand and engage their potential customers. To give yourself the best chance of doing this, follow these three simple steps:

- Compile your online and offline customer data to get a unified view of your audience across all channels.

- Centralise and evaluate. Unify your available data in a single tool to segment customers and understand their intentions, path to purchase, and long-term value
- Define a targeting strategy. For each of your brands, set your targeting strategy to reach your audience segments at all points of the shopping journey (top, middle or bottom of the funnel), and across all relevant media (video, display, search, offline).

Assets: Offering the best possible customer experience

Identifying your audience is one thing, but once you've found them, you still have to deliver a compelling customer experience. The challenge for brands is therefore to create equally engaging, effective experiences across all digital touchpoints (websites, apps, social networks, digital advertising) and in real life (at point of sale, during events).

- Produce relevant, context-sensitive ads. Using audience insights and channel knowledge, ensure you pick the right medium and format for your advertising. For example, the kind of message you convey during a 6-second video ad should be different to a longer-form video ad or banner.
- Emphasise simplicity, speed and intuitiveness on all your channels and messages. In other words, remove the friction points in the customer journey, especially on mobile.
- Enrich the user experience with relevant data. Combine your first-party data with audience signals (Search, Display and YouTube for the Google network) so you can understand the intent and behaviour of your audience, and customise your ads accordingly.

Access: Maximising the reach of your messages

Think reach and inventory! You want to be able to reach your potential customers wherever they are on the path to purchase. And as long as costs are controlled, you should be accessing as much of the available inventory as possible.

New tools are available to give you a comprehensive view of your media investments, allowing you to better manage contact frequency, ensure maximum transparency between all media buys across channels, and meet brand safety standards.

Attribution: Measuring the value of each point of contact

Multi-screen and multi-channel shopping is increasingly sophisticated and fragmented. Customers are likely to have engaged with your marketing on several devices and channels before they commit to a purchase, rendering last-click models of attribution unfit for purpose.

Attribution models that account for the dynamics between channels and devices make it possible to analyse the full path to purchase and assign the right credit to each lever – making budgeting decisions far more accurate and meaningful.

Automation: Simplifying operations and improving performance

Digital marketing campaigns create huge amounts of data, which can quickly become overwhelming. But with machine learning technology you can now automate keywords, bids, creative assets, targeting and large-scale attribution. Automation is no longer just a way to reduce costs – it provides consistent, useful and personalised customer experiences at scale, potentially adding significant upside to revenue.

Audience, Assets, Access, Attribution and Automatisation: make the 5 As your new mantra! By developing an approach around each pillar you can become a digital transformation champion, delivering enriched customer experiences and improved business performance.

Has digital transformation gone the way of a Google AdWords campaign?

The digital transformation landscape is already crowded and becoming even more so every day. We have industry digital veterans (like eGain, LivePerson, Creative Virtual & [24]7) providing VA, chat and co-browsing competing against traditional mainstream telephony & contact centre providers (like Cisco, Avaya and Genesys) who are adding digital offerings to their existing product suite. But every other day another start-up seems to appear on the landscape trying to sell the latest and greatest digital solution.

For any company looking for a solution, it's as frustrating and confusing as going into a supermarket simply wanting to buy some cereal but then seeing a long aisle filled with only cereals! You are then faced with making a choice based on taste, nutrition, brand and price. At some point, you just want to throw your hands up and just buy the first one that looks decent. And for many people, this is how they feel when talking "Digital Transformation".

As **Jacada's EMEA & APAC** Business Development Manager, I'm constantly talking with a wide range of stakeholders (Digital & Innovation, Contact Centre & Operations, as well as Customer Experience) across multiple industry verticals about driving CX and digital adoption. For me, it's always interesting to hear their opinions on the market, solutions and the future.

From these conversations, one major trend has emerged that I believe is a real game-changer for the industry. Whilst companies allocate budgets for their digital transformation

projects for say a fiscal year (which is pretty standard), ROI models have completely transformed just like the solutions themselves. Outside of large 2+ year IT stack/infrastructure upgrades, no company is willing to commit a million dollar budget to one solution or provider with an ROI exceeding 12 months. The reality is that technological transformations are advancing at a speed that companies simply are unable to keep up with – not just to buy, but implement & review the ROI. And who really wants to be footing the bill for a solution that has already been superseded?

One customer summed it up perfectly for me – he said that he had a \$1m budget and that he was investigating which channel solutions would drive the best ROI for him over the next 12 months whilst engaging customers – would it be chat, Visual-IVR, Virtual-Assistants or chat bots?

Then the penny dropped: Buying digital solutions is like buying a Google AdWords campaign. Instead of allocating the majority of a budget to a couple of solutions, companies are hedging their bets and spreading the risk across multiple solutions: their current offerings, new offerings and those they aren't even aware of yet! Furthermore, they will scrutinize each solution based on cost, time to implement and ROI.

The underlying problem here is that it takes time to truly develop an ROI model and the newer the technology, the less availability of case studies. Whilst every major company wants to be seen as innovative and an industry leader, most don't want to be first!

When you consider that Gartner has stated that 85% of all interactions will be non-human by 2022 and that 89% of companies compete on CX alone, you can see why it's incredibly important to understand what digital transformation solutions exist and their impact on CX & bottom line results. Especially when less than 12% of CX initiatives actually deliver an ROI!

So what are companies doing differently?

Instead they are allocating less money to a larger number of solutions and then tweaking their incremental spend based on ROI. Simultaneously they are conducting pilots of multiple solutions and dropping those that either don't deliver a solid ROI or are experiencing diminishing returns.

The significance is huge for both customers and vendors: the length of sales cycle, the cost to purchase/implement and the time-to-market must fall. Otherwise companies will still be considering tenders for outdated solutions, providing inferior Customer

Experience options for their customer which ultimately could cost market share and bottom line profits.

For some time, the buzz around RPD (“**rapid process digitization**”) described how companies are no longer waiting until their solution is 100% but to release it faster in prototype form and using customer feedback to drive updates. In order to keep up, maybe companies and vendors need to consider how they use RPD to their sales cycles.

8. Explain the concepts of digital transformation in Analytics

The Role of Data Analytics in Digital Transformation

Why is Digital Transformation Essential?

The digital transformation uses digital technologies to create new or improved processes, products, and services. It is essential because it helps organisations to be more efficient and effective and better to meet the needs of their customers and other stakeholders. Additionally, Digital Transformation can help organizations to be more agile and responsive to change and to better compete in the marketplace.

What Drives Companies' Digital Transformation?

The digital transformation uses technology to create new or different business processes, products, or services. It can improve performance, speed, or efficiency and create new opportunities or business models.

Digital transformation is driven by the need to improve operational efficiency, the desire to better engage with customers, and the need to stay ahead of the competition. Organisations need to invest in new technologies, processes, and organisational structures to digitally transform. This can be challenging, but the benefits of digital transformation are clear.

How Does Companies' Digital Transformation Impact the Consumer?

In the past, companies relied on traditional methods to reach their consumers, typically involving print ads, television commercials, and direct mail. However, in today's digital world, companies are finding that they need to adapt their approach to reach their consumers effectively.

Digital transformation refers to integrating digital technology into all areas of a business. This can be a daunting task, but it can pay off significantly. When done correctly, digital transformation can help a company to improve its efficiency, better understand its customers, and ultimately boost its bottom line.

One of the most critical ways digital transformation can impact consumers is by providing them with a more personalised experience. Thanks to data collection and analysis, companies can now understand their customers more deeply. This allows them to create tailored content and experiences that are more likely to resonate with the consumer.

Digital transformation is changing the way companies interact with customers. In the past, they communicated with customers through television commercials or direct mail, but digital channels like social media and email allow for two-way communication. Companies can now receive feedback from customers in real time and use it to improve their products and services.

Overall, digital transformation significantly impacts how companies reach and interact with their consumers. By providing a more personalised experience and opening up new channels for two-way communication, digital transformation is helping companies to build stronger relationships with their customers.

How can Data Analytics Help in a Digital Transformation?

The digital transformation uses technology to create new or improved business processes, products, or services. Data analytics can play a crucial role in digital transformation by helping organisations to understand their customers, identify new opportunities, and optimise their operations.

Organisations using data analytics effectively will be better positioned to succeed in the digital economy. Data Analytics can help organisations better understand their customers and identify new growth opportunities. Additionally, data analytics can help organisations to optimise their operations and make them more efficient.

Digital Transformation is essential for organisations to stay competitive in the digital economy. Data analytics can help organisations to make the most of their digital transformation initiatives and position themselves for success.

What is the Role of Data Analytics in Digital Transformation?

Organisations increasingly look to digital transformation to improve efficiency, agility, and competitiveness. A key enabler of digital transformation is data analytics, which can help organisations to make better use of their data assets and drive business insights.

The digital transformation uses technology to create new processes, products, or services. Data analytics can help organisations improve customer experience, optimise

operations, and make better decisions. Data analytics can help organisations to improve their customer experience, optimise their operations, and make better decisions.

Data analytics can help organisations to identify patterns and trends, understand customer behaviour, and make better decisions. It can also help to improve operational efficiency and optimise business processes. To realise the full potential of data analytics, organisations need to invest in the right tools and capabilities and create a data-driven culture.

What Types of Data Analytics do you Need to Know?

There are many different types of data analytics that you need to know to be successful in today's business world. Some of the most popular and valuable types include:

- **Descriptive Analytics:** This type of analytics helps you to understand what has happened in the past. It can be used to identify trends and patterns in data
- **Predictive Analytics:** This type of analytics uses past data to predict future outcomes. It can be used to decide what to do next or forecast future trends
- **Prescriptive Analytics:** This type of analytics takes predictive analytics one step further by predicting what will happen and prescribing what should be done to achieve desired outcomes

These types of data analytics are essential to know and understand, and which ones you focus on will depend on your specific needs and goals. However, all of them can be used to improve your business somehow.

How Can Futran Solutions Help in Digital Transformation?

Futran Solutions is a leading provider of digital transformation solutions in USA. We help organisations of all sizes transform their businesses. We offer a wide range of services, including digital strategy consulting, digital transformation consulting, implementation, and training. Our team of experienced digital transformation experts can help transform your business.

Futran Solutions is a leading data analytics company in USA that can quickly help you and your brand go through digital transformation.

Why Are Data And Analytics Key To Digital Transformation?

Data and analytics are crucial in digital transformation, giving businesses insightful information on their operations, customers, and markets. As a result, organizations can make informed decisions, optimize processes, and drive innovation by leveraging data.

With the rapid growth of technology, the amount of data generated by businesses is increasing at an unprecedented rate, making it essential for companies to have a robust data and analytics strategy.

This helps companies make the most of their data and keeps them ahead of the competition in today's digital landscape. By utilizing data and analytics, companies can gain a competitive advantage, improve customer experiences, and drive growth in the digital age.

What Is Data Analytics?

Data Analytics examines, cleanses, transforms, and models data to extract valuable insights, draw conclusions, and support decision-making. This multidisciplinary field combines various techniques, tools, and methodologies from statistics, computer science, and mathematics to analyze data and identify patterns, trends, and correlations.

Data analytics is crucial in various industries, enabling businesses and organizations to use past data to make educated decisions, enhance operations, and forecast future results. Data analytics typically starts with data collection, where raw data is gathered from multiple sources, such as databases, sensors, or user-generated content.

Data preprocessing takes place which involves cleaning and transforming the data into a structured and standardized format. This step is crucial for ensuring the accuracy and reliability of the subsequent analysis. Once the data is preprocessed, analysts employ various techniques, including descriptive, diagnostic, predictive, and prescriptive analytics, to extract meaningful insights and answer specific questions.

How Data And Analytics Serve As The Foundation For Your Digital Transformation?

Data and analytics are the foundation for digital transformation by providing businesses with the necessary insights and intelligence to innovate, optimize processes, and adapt to the evolving digital landscape. Using the strength of data and analytics, organizations can make informed decisions, improve customer experiences, and drive growth in today's data-driven world.

- Data and analytics enable organizations to understand their customers and market trends better. By analyzing large volumes of customer data, businesses can identify patterns and preferences, enabling them to create personalized offerings, enhance customer engagement, and drive customer loyalty. This granular understanding of customer behavior also helps businesses tailor their marketing and communication strategies to reach their target audience more effectively.
- Data and analytics empower organizations to optimize their operations and improve efficiency. Using data analysis from various sources, businesses can find bottlenecks, inefficiencies, and places for development in sectors such as supply chain, production, and sales. This leads to streamlined processes, cost reductions, and improved resource allocation. Additionally, predictive analytics allows organizations to forecast demand, identify potential risks, and make proactive decisions, ultimately leading to better business outcomes.
- Data and analytics foster a culture of innovation and agility within organizations. By leveraging insights derived from data, businesses can identify new opportunities, develop new products or services, and enter new markets. This constant pursuit of innovation enables organizations to stay ahead of the competition and quickly adapt to the changing digital landscape. Furthermore, a data-driven culture encourages experimentation and learning, promoting a mindset of continuous improvement and long-term success in the digital era.

What Components Of Data And Analytics Are Required For A Successful Digital Transformation?

A successful digital transformation relies on several critical components of data and analytics. These components ensure that businesses can extract valuable insights from data, drive informed decision-making, and enable a smooth transition into a digitally-driven organization.

Data Strategy

A comprehensive data strategy is a blueprint for the organization's data and analytics initiatives. It defines data-related activities' objectives, scope, and governance, ensuring alignment with the organization's overall goals and digital transformation roadmap.

Data Infrastructure

Robust and scalable data infrastructure is essential for storing, processing, and managing vast structured and unstructured data volumes. This includes cloud-based

storage, databases, data warehouses, and data integration and processing tools that ensure seamless data flow across the organization.

Data Quality and Governance

Ensuring data quality and implementing [effective data governance](#) are crucial for the success of any data-driven initiative. Establishing policies, standards, and processes for data collection, validation, and storage helps maintain data accuracy, consistency, and security, leading to reliable and trustworthy insights.

Data Analytics Tools and Techniques

Deploying the right set of tools and techniques for data analysis is essential for extracting meaningful insights from data. This includes descriptive, diagnostic, predictive, and prescriptive analytics and advanced technologies like machine learning and artificial intelligence.

Data Visualization and Reporting

User-friendly data visualization and reporting tools enable stakeholders to grasp complex information and make data-driven decisions quickly. These tools provide interactive and real-time access to insights, empowering decision-makers to track key performance indicators (KPIs) and take timely actions.

Data-driven Culture

Fostering a data-driven culture within the organization is essential to the digital transformation's success. This involves promoting data literacy, encouraging collaboration, and empowering employees to leverage data and analytics for decision-making, experimentation, and continuous improvement.

Benefits of Data and Analytics for Digital Transformation

Data and analytics are pivotal in driving digital transformation, offering numerous benefits that empower organizations to thrive in the rapidly evolving digital landscape.

These benefits include:

Informed Decision-Making

Data and analytics provide valuable insights that enable organizations to make informed decisions based on real-time information. This leads to better strategic planning, resource allocation, and risk management, ultimately improving overall business performance.

Enhanced Customer Experience

Organizations can better understand customer preferences, needs, and behaviors by analyzing customer data. This enables businesses to create personalized offerings, improve customer engagement, and drive customer loyalty, increasing revenue and market share.

Operational Efficiency

Data analytics helps organizations identify inefficiencies and areas for improvement in their processes. By streamlining operations, reducing costs, and optimizing resource utilization, businesses can achieve higher levels of productivity and profitability.

Innovation and Agility

Leveraging data-driven insights allows organizations to identify new opportunities and develop innovative products or services. This fosters a culture of continuous improvement and adaptability, enabling businesses to stay ahead of the competition and quickly respond to market changes.

Risk Management and Compliance

Data analytics helps organizations identify potential risks and weaknesses, enabling them to take preventative steps to alleviate them. Additionally, analytics can support compliance with industry regulations and standards by monitoring and reporting relevant metrics.

Predictive Capabilities

Predictive analytics enables organizations to forecast future trends, demand, and customer behavior based on historical data. This allows businesses to make proactive decisions, optimize inventory management, and capitalize on emerging opportunities.

How Can Data Help A Company Transform Digital Exposure?

Data can significantly transform a company's digital exposure by providing insights and guiding strategies to enhance online presence, reach, and engagement. Here are some ways data can help a company transform its digital exposure:

- **Understanding the target audience:** Data can help companies identify their target audience by analyzing demographics, preferences, and online behavior. This information enables businesses to tailor their digital marketing efforts and create personalized experiences, leading to better engagement and conversion rates.

- **Optimizing digital channels:** By collecting and analyzing data from various digital channels, such as websites, social media, and email campaigns, companies can identify the most effective platforms and tactics for reaching their target audience. This allows businesses to optimize their digital marketing strategies, improve conversion rates, and maximize return on investment (ROI).
- **Improving website performance:** Companies can find areas for development and improve the performance of their websites by analyzing website data such as user behavior, traffic sources, and bounce rates. This involves improving the website's usability, speed, and content to enhance user experience, boost search engine rankings, and eventually increase traffic and conversions.
- **Enhancing content strategy:** Data-driven insights can guide companies in creating engaging, relevant, high-quality content that resonates with their target audience. Businesses can identify popular topics, formats, and distribution channels by analyzing content performance and user engagement metrics, allowing them to refine their content strategy and boost digital exposure.
- **Leveraging social media:** Data from social media platforms can provide valuable insights into customer preferences, sentiment, and trending topics. By harnessing this information, companies can create targeted social media campaigns, engage with their audience, and increase brand visibility and awareness.
- **Personalizing digital marketing efforts:** Data analytics enables companies to segment their audience and develop targeted marketing campaigns based on individual preferences and behaviors. This personalization leads to higher engagement, conversion rates, and customer satisfaction, enhancing the company's digital exposure.

9. Explain the concepts of Digital Transformation & Channel Attribution in detail

Digital transformation in marketing is about harnessing the digital enterprise. It means using technology to continuously evolve all aspects of the business model, including what it offers, how it interacts with customers, and how it operates. Put simply, digital transformation is a way to future-proof a business.

Benefits of Digital Marketing Attribution

Multi-channel marketing strategies are the most effective for attracting potential customers. Combining the various strengths of each method, such as social media ads, PPC, and email campaigns (to name a few), can better help you get your products and services seen by a wider audience and entice them over to your website.

However, not every method will be as effective as the next, and scattering your cyber presence between the various digital marketing baskets muddies the water somewhat in terms of understanding which one is bringing in the leads. When you're spending more than you'd like on advertising, it's good to know which avenues are worth it and which should be ditched.

Beyond the potential for increasing ROI by investing more in the messages that are hitting home, understanding what your target audience responds to has positive implications for strengthening brand-consumer relationships. More customized campaigns that strike the right chords with the right people cultivate a stronger reputation for your brand, deepen trust, and as a result can lead to conversions that add to your bottom line.

How Digital Marketing Attribution is Measured?

As we've touched on, the increasingly complex nature of the consumer journey makes it more challenging to deconstruct that journey. Yet this is a vital aspect of marketing that will help you keep ahead of the competition. When looking at the methods that brought customers in, you'll be wondering how far back into their journey you should look and which interactions should be factored in or out.

Basic analytics from your website, GMB, etc., including traffic stats, click-through rates, and email open rates, can be helpful, but these only give half the picture. These people are engaged with your brand, but that doesn't necessarily equal a conversion.

In seeking to truly understand the success of marketing campaigns – both individually and in relation to one another – marketing attribution reports are the best solution. These give precise, in-depth insights into your marketing performance across an allocated time frame against what is referred to as an attribution model. These attach weight to different consumer-brand interactions helping you to identify the key players.

Approaching this challenge of deep-diving into the consumer experience in a methodical and systematic way enables you to get a reasonably clear picture of what's happening. However, the picture shifts somewhat depending on which attribution models you use to do this, as they each place value on these methods a little differently.

Digital Marketing Attribution Models

There are various types of attribution models that the pros use depending on various factors, such as the size and type of the business in question.

Generally speaking, though, they can be divided into two distinct categories:

Single-Touch Attribution

More simplistic, not to mention cheaper, single-touch attribution models (as the name suggests) focus exclusively on one key point of the consumer's journey. These can be further broken down into:

First-Touch Attribution

This allots 100% of the credit to your business's first interaction with the customer. For instance, if they first found you via Facebook ads, that is the method deemed most successful regardless of what came next.

Last-Touch Attribution

Conversely, this method looks at the last click that led your customer to purchase. So, even if they discovered your brand by PPC, if they also took note of your website and visited your site directly later that day, the PPC ad is disregarded.

You can likely already see the issue with these models. In most cases, they fail to give the whole story by disregarding the role of nurture campaigns, which may mislead you into investing less in these. Yet, they could still be valuable for companies with short sales funnels or those keen on widening the top end. They could also be used to determine the success of specific campaigns such as banner ads or to see how branding awareness strategies are shaping up.

Multi-Touch Attribution

Multi-touch attribution, on the other hand, considers all the touchpoints that each play a part in driving a conversion. These types of models tend to be more accurate than single-touch ones in most cases.

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Question Paper Code : 50460

B.E./B.Tech. DEGREE EXAMINATIONS, APRIL/MAY 2024.

Fifth/Sixth Semester

Computer Science and Engineering

CCW 332 — DIGITAL MARKETING

(Common to : Biomedical Engineering/Computer Science and Design/ Computer Science and Engineering (Artificial Intelligence and Machine Learning)/Computer and Communication Engineering/Electronics and Communication Engineering/ Electronics and Telecommunication Engineering/Medical Electronics/Artificial Intelligence and Data Science/Computer Science and Business Systems/Information Technology)

(Regulations 2021)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What do you mean by content marketing?
2. Define market space.
3. What is PPC Advertising?
4. Write a short note on SEO.
5. What is E mail Automation?
6. What are the components of SEM?
7. What is on-page and off-page optimization?
8. What is Engagement marketing?
9. What do you mean by Digital Divide?
10. Define Web Analytics.

PART B — (5 × 13 = 65 marks)

11. (a) (i) What is Digital Marketing? (3)
(ii) What are the challenges faced by Digital Marketing in current scenario? Give examples. (6+4)

Or

- (b) Discuss the Applications and Benefits of Digital Marketing in detail. (13)

12. (a) Discuss in detail the factors influencing SEO.

Or

- (b) Explain the strategies for successful SEM campaigns.

13. (a) Who is a social media influencer? How will he/she help to promote digital marketing concept with example? (3+10)

Or

- (b) Explain in detail the stages involved in website development.

14. (a) Explain key differences between traditional marketing and digital marketing practices.

O

- (b) Write about the latest customer engagement strategies adopted by E-commerce companies like Amazon and Flipkart with an inference.

15. (a) What do you mean by CRM? Write about the importance of CRM in Digital marketing with an example. (3+10)

Or

- (b) Explain the latest trends in Digital marketing with reference to Indian context. (13)

PART C — (1 × 15 = 15 marks)

16. (a) Twitter India: Monetizing Communication

On the origins of the word Twitter, Jack Dorsey who started the service on 21 March 2006 explained the definition of Twitter as "a short burst of inconsequential information." But considering the impact Twitter has had on global events at a political, business, and personal communication level, it has been anything but inconsequential. Twitter has been the voice of global citizens, be it in growth or at war times.

India is considered to be one of the top growing Asian markets (Just behind Japan). The prime goal for Twitter is to increase the number of users in India and improve adoption of its new products and services.

To boost growth, Twitter is adopting multiple strategies like strengthening its mobile platform, making relevant acquisitions, partnering with private sector banks, developing its advertising offerings, etc. Twitter has also invested heavily in its sales team to increase engagement with advertisers in at least 10 sectors including banking, consumer packaged goods, auto-mobiles and mobile manufacturing.

On the advertising side, Twitter is also seeing growing momentum from brands and agencies to use Twitter to connect with their audiences in real time for multiple marketing opportunities. Twitter plans to partner with brands to provide a more creative and customer engaging platform to improve their advertising-based sales. Twitter also has a Bengaluru office which is its second engineering center (apart from the one in San Francisco, US) and which increasingly is becoming important to developing products targeted at India and developing markets like Asia, Latin America, Africa, and the Middle East.

The key ad formats which Twitter offers includes Website Card, Event Targeting and Lead Generation Card for SMBs. The Website Card format supports high-quality traffic; Event Targeting provides options for live moment engagement, and Lead Generation Card captures leads directly within a tweet. Twitter's new ad format provides multiple analytics dashboards to help SMBs measure their performance and track content acceptance and impact through targeting types like interest, keyword, username, device, location, etc. On the conversations side, Twitter has rolled out group messaging and a new mobile video experience. While the group messaging feature helps users initiate conversations with their followers, the mobile video experience helps seamlessly capture, edit, and share videos right from the Twitter app.

On the platform side, Twitter drives its businesses primarily through three ways, which includes investing in Twitter Cards, using Twitter Digits to get identity and monetizing apps with MoPub Marketplace. The app Card represents mobile applications on Twitter and drives installs, allows for a name, description, and icon, and can also be used to highlight attributes, such as rating and price. Digits can make application on-boarding flow simple by enabling users to login and sign up with their phone number. MoPub Marketplace operates the real-time bidding (RTB) exchange for mobile in-app ads. Directly integrated into the platform, Marketplace competes with existing ad network partners to drive higher prices for client's inventory.

With all the efforts it has put until now, Twitter is still facing a challenge as its importance and impact has still not trickled down the Tier-II/III markets and is a very urban phenomenon. But with its clear focus on growth in India, Twitter has now started offering its full stack of services such as promoted tweets, accounts, and trends, as well as TV targeting and mobile application promotion among others. It is currently working with about 500 brands in the country, including Yes Bank, IBM, Lenovo, Tata Motors, Kingfisher, Nissan, and Mahindra. According to one of Twitter's spokespeople, they plan to have the same products across the

world and will look at customizing the content from an Indian perspective. The road ahead in India looks challenging and at the same time really exciting for this world-wide news and content-breaking service which is now considered as a role model for entrepreneurs and global innovations alike.

Questions:

- (i) What are the strategies adopted by Twitter to boost its growth in India? (3)
- (ii) What are some key ad formats and features offered by Twitter to cater to small and medium-sized businesses (SMBs) in India? (3)
- (iii) What are some of the features introduced by Twitter on the conversations side, as mentioned in the passage? (3)
- (iv) How does Twitter plan to overcome the challenge of limited penetration in Tier-II and Tier-III markets in India? (3)
- (v) How does Twitter drive its businesses primarily through three ways as mentioned in the fifth paragraph of the passage? (3)

Or

- (b) What are the 8P'S of Marketing Mix? Apply those elements in any E commerce platform of your choice. (15)