



# Interactive Marketing Attribution with R Shiny

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# Today's Objectives

Introduction

Recap of Insights from Project I

New Insights in R Shiny

Takeaways and Recommendations

Future Work to Improve R Shiny App

# Introduction

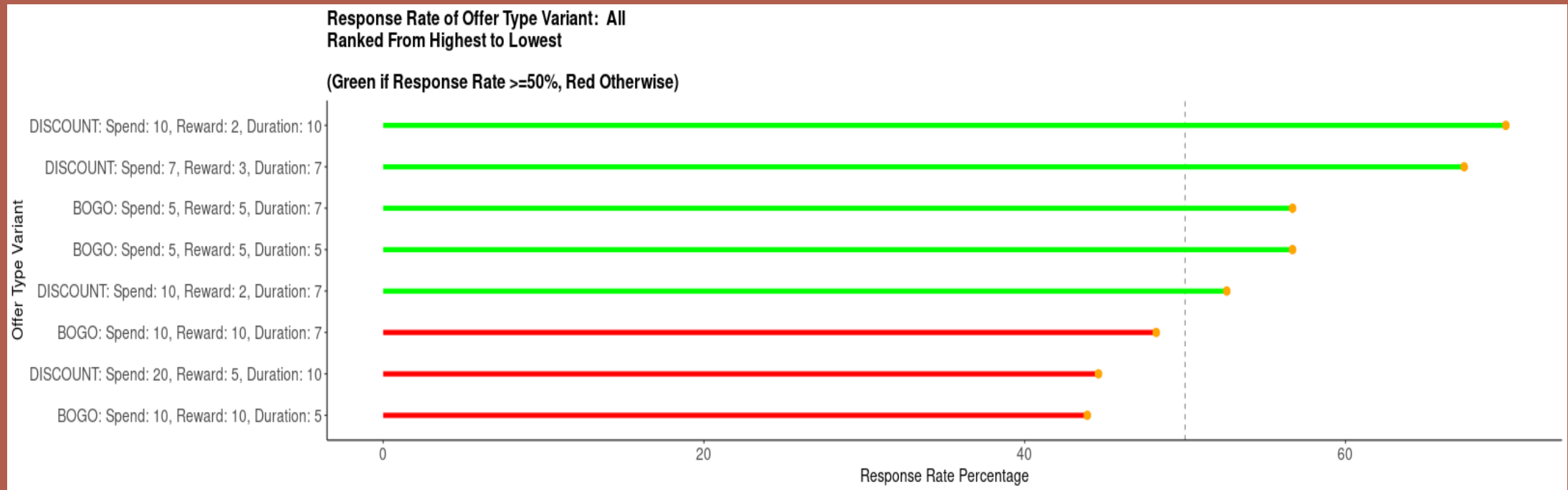
The purpose of this R Shiny app is to present the insights gained from Project I in a more engaging and interactive way, while also introducing three new insights.

These new insights include identifying low engagement users, analyzing the average time between offer sent and transaction, and exploring the decision-making process for selecting new Starbucks store locations.

To accomplish this, the app utilizes the Kaggle dataset from Project I and location data from [aggdata.com](https://aggdata.com) on Starbucks locations in the Americas.

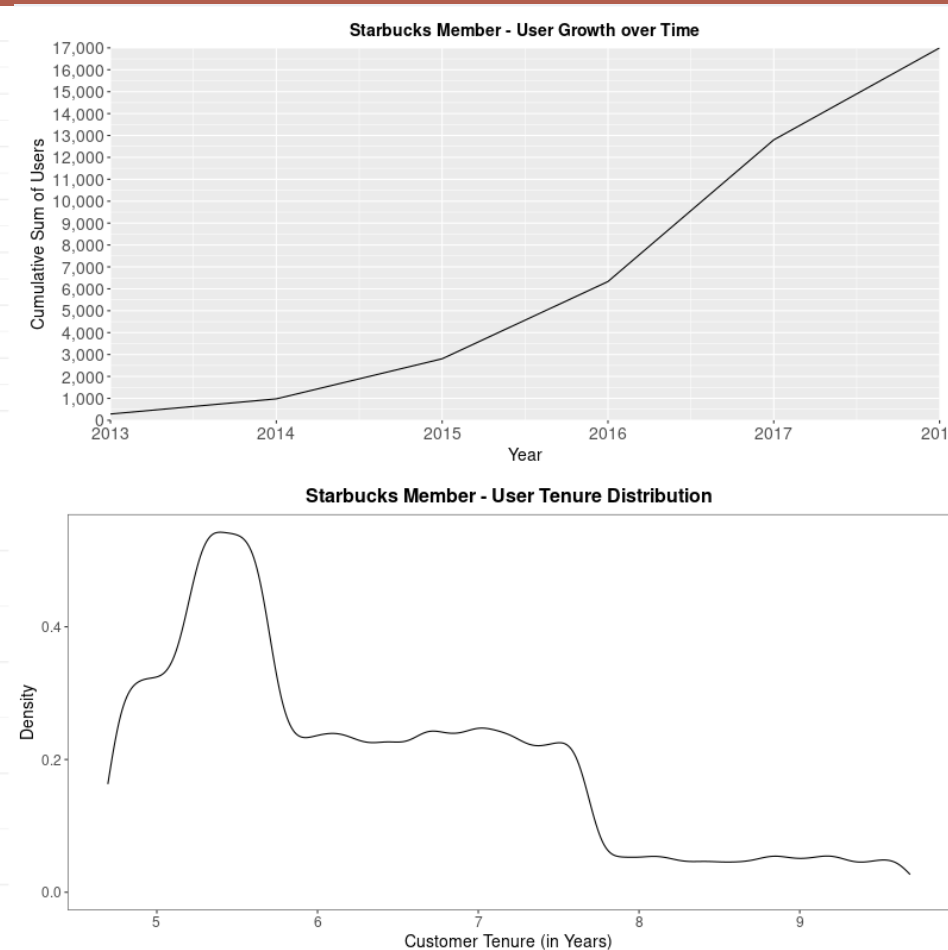
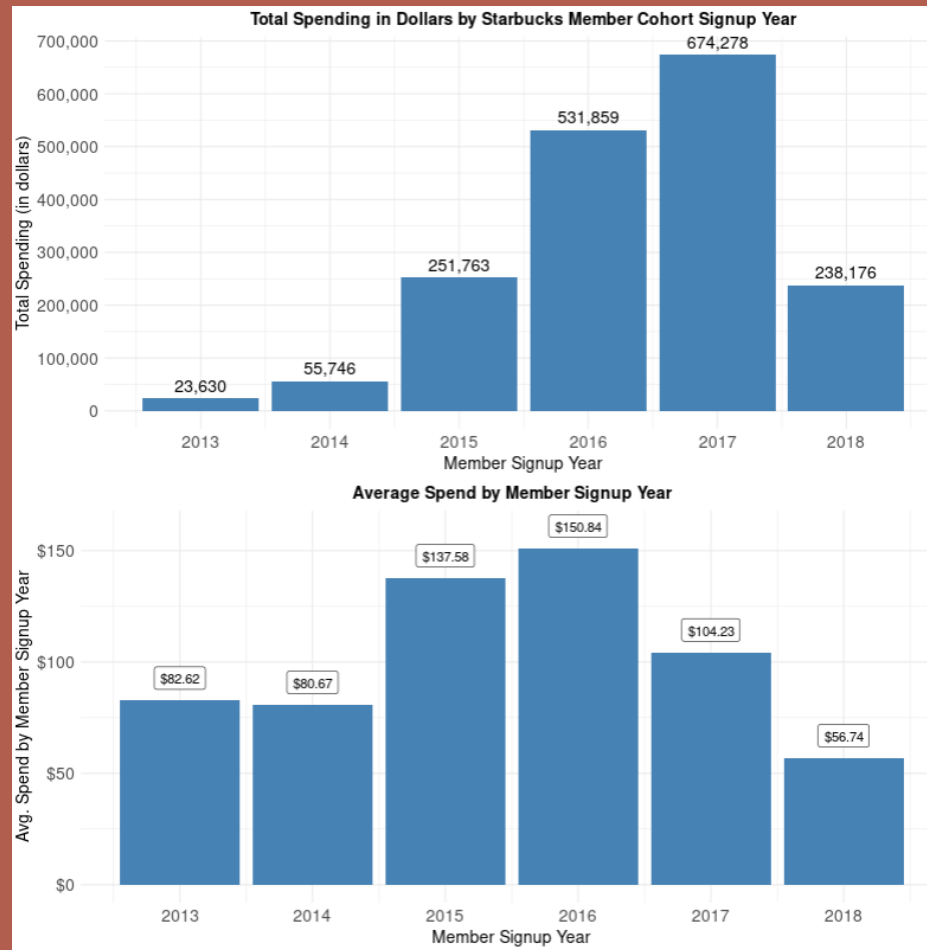
# Recap from First Project

## Insight 1: Marketing Offer Ranking



# Recap from First Project

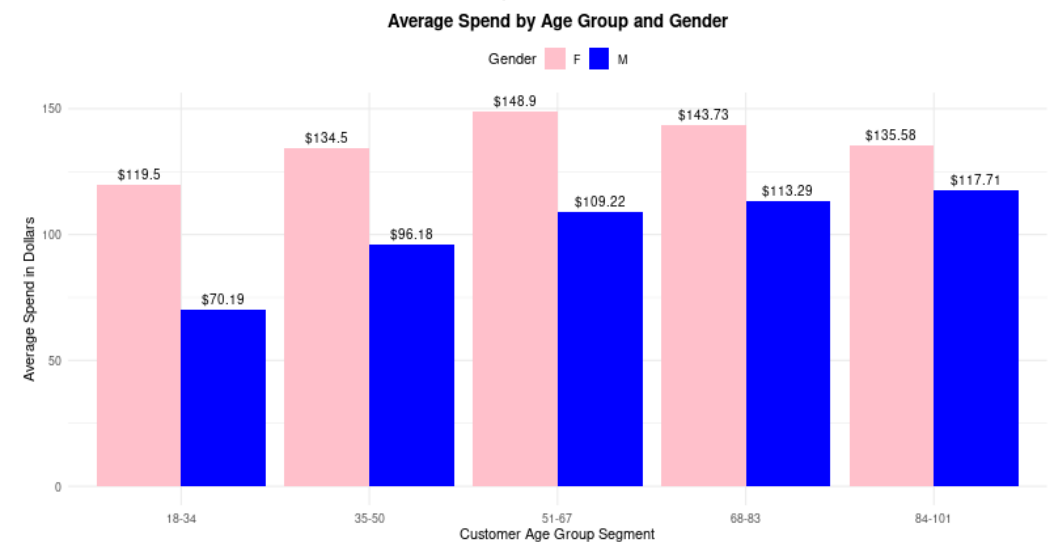
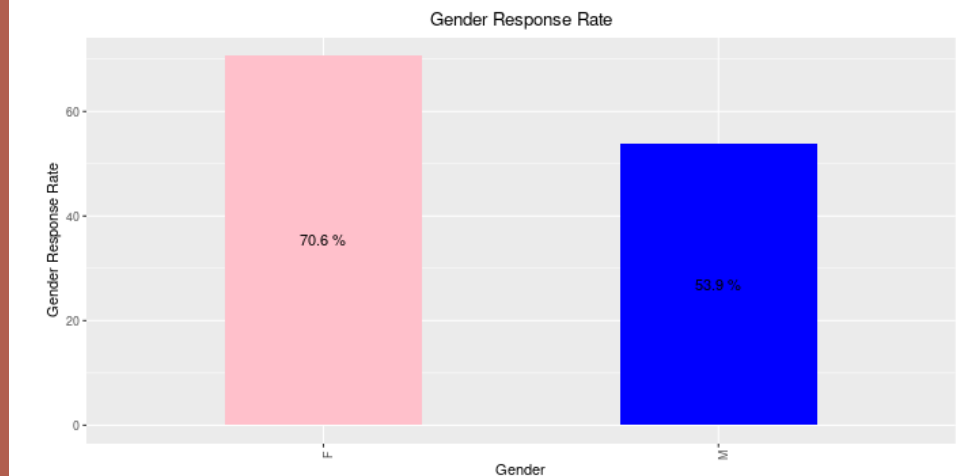
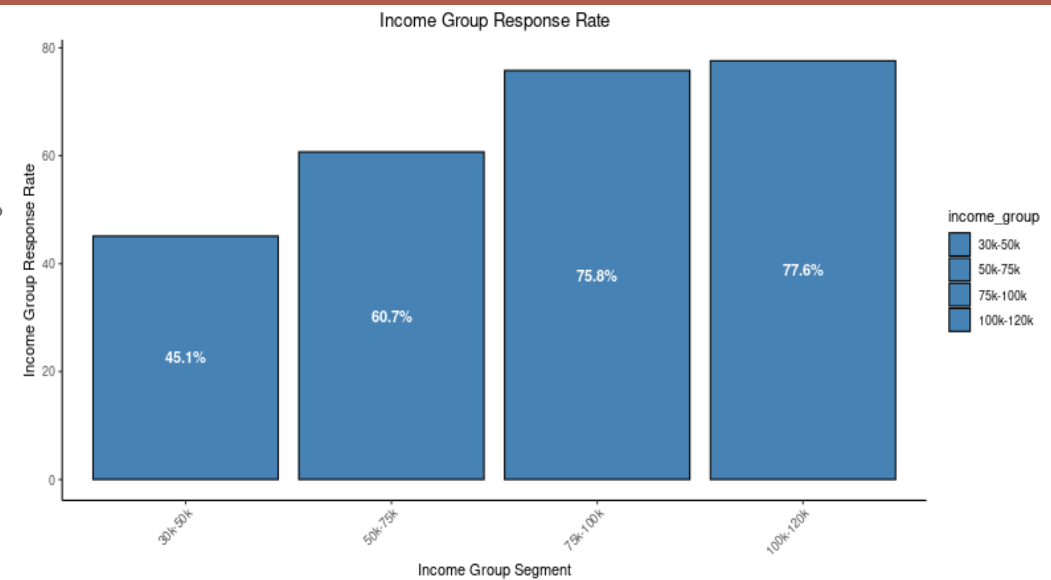
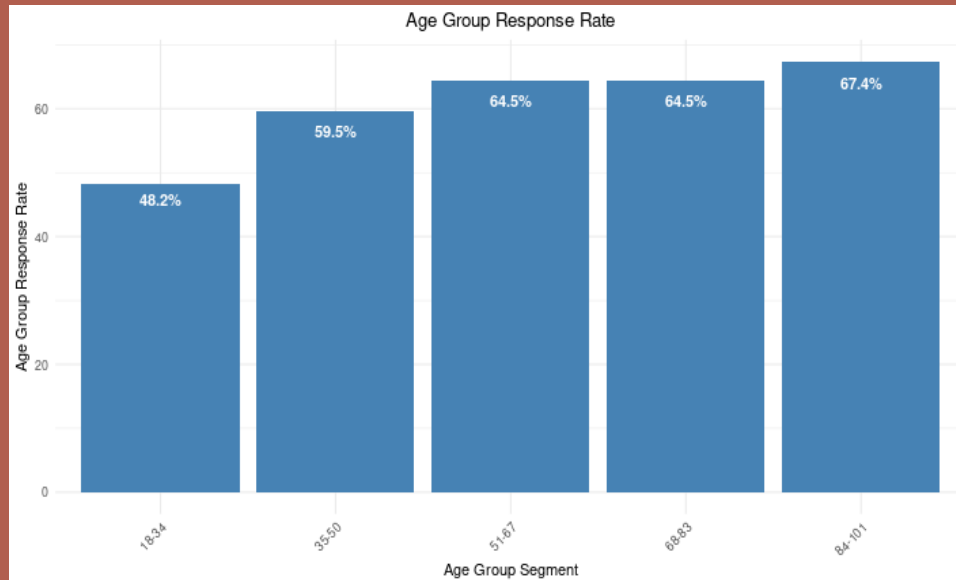
## Insight 2: Cohort Analysis & User Growth/Tenure





# Recap from First Project

## Insight 3: Response Rate by User Segment

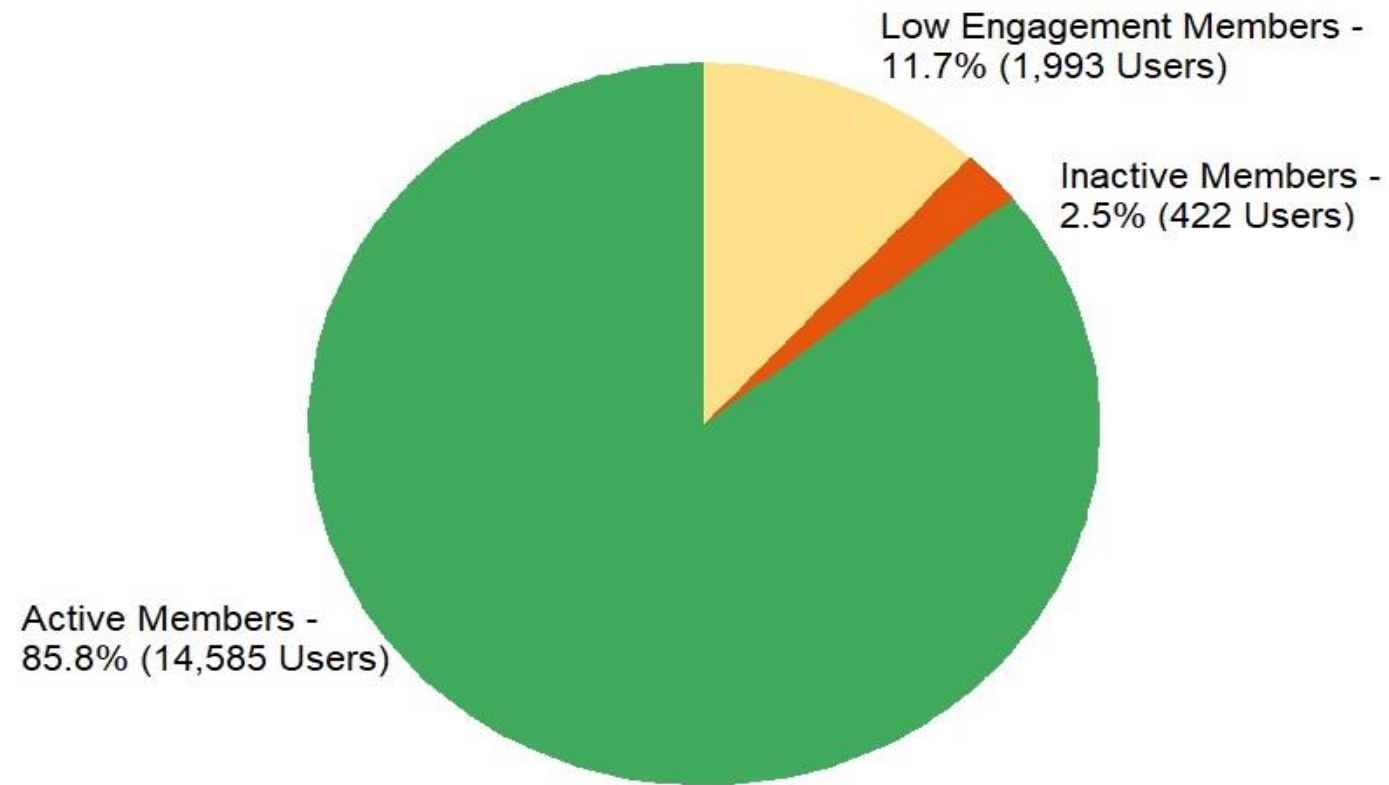




# New Insights in R Shiny

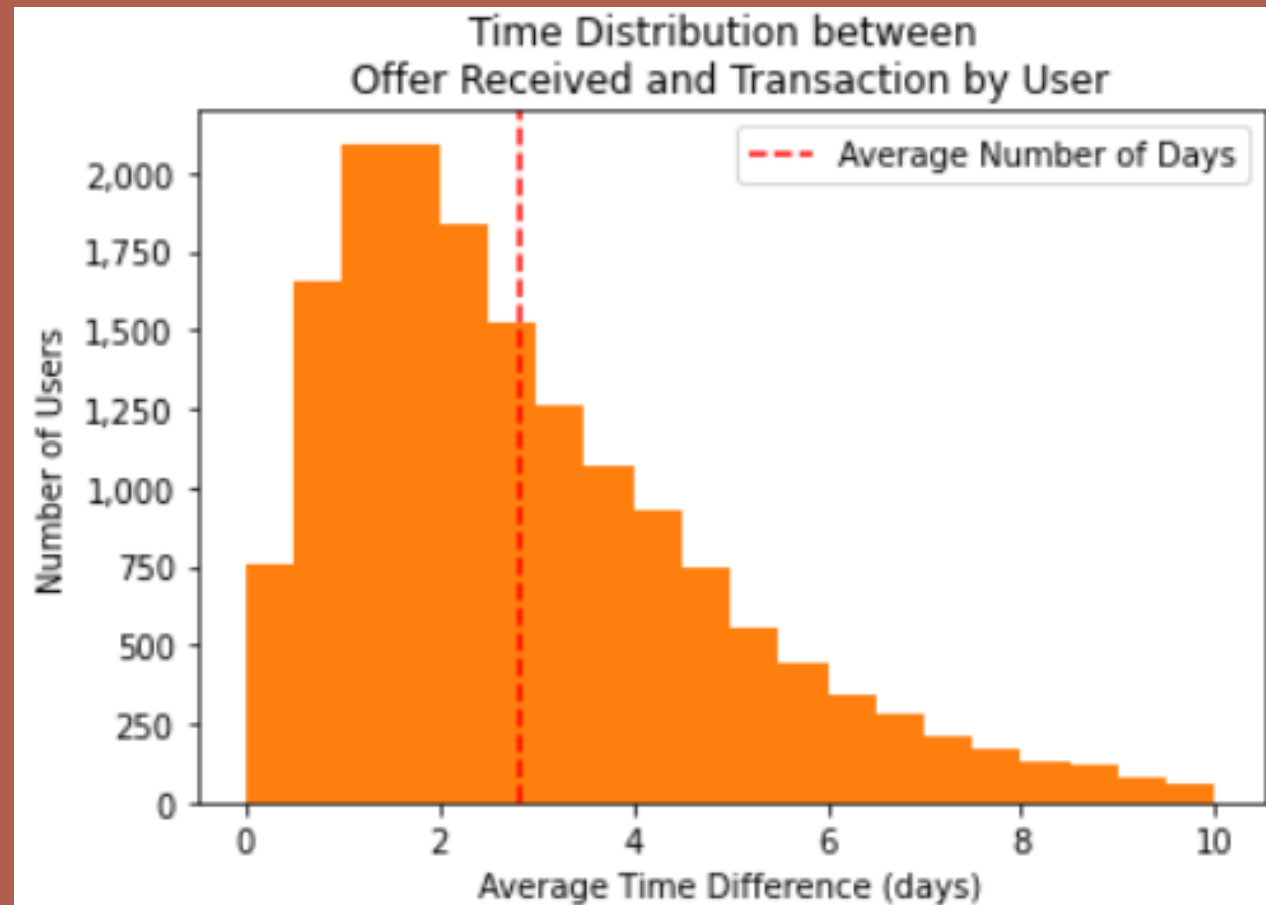


# Low Engagement Users Spotlight

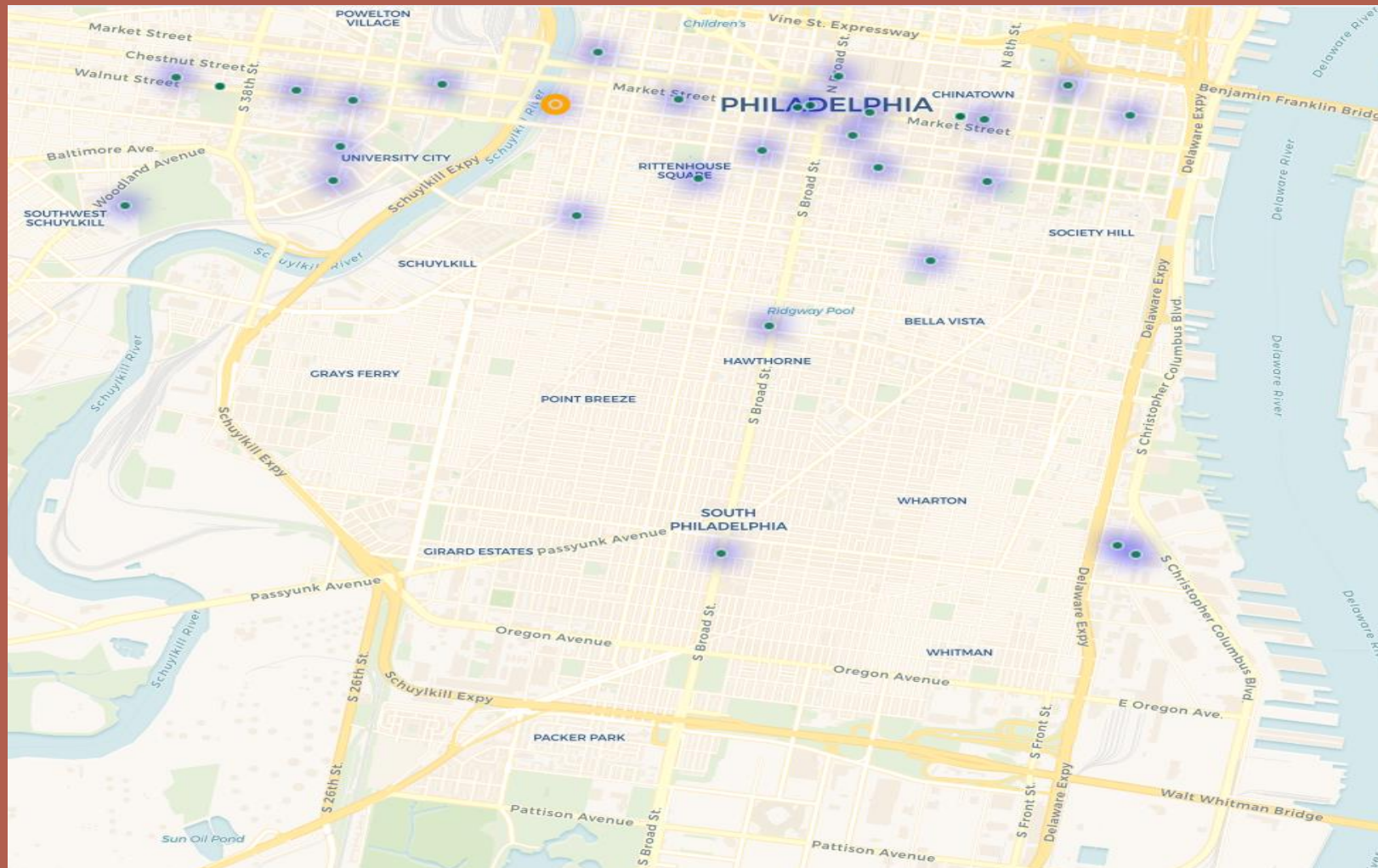




# Analyzing Time Taken Between Offer Received and Transaction



# Where to place next Starbucks store?



# Takeaways and Recommendations #1



Based on defining low engagement users as spending less than or equal to average order value, there are 12% (1,993) of users in this dataset that fall under that category. To address the low engagement users, Starbucks can incentivize them by introducing new seasonal items at a discount and rewarding them with bonus stars.

# Takeaways and Recommendations #2



The average time between receiving a marketing offer and making a purchase is approximately three days, with the majority of users taking action within one to three days. Use this as a baseline to assess user engagement of new users and/or the effectiveness of new marketing offers.

# Takeaways and Recommendations #3



Starbucks is prioritizing the expansion of its US store locations with a focus on take-out only and pick up over the next two years. Considering this, a recommended location for the next Starbucks store is by the Philadelphia 24th and Chestnut luxury apartments. This location is highly visible and conveniently accessible for commuters and fitness enthusiasts.



# Future Work to Improve R Shiny App

1. Add a slider to the Active/Low Engagement/Inactive Member pie chart to allow users to dynamically adjust the transaction value that defines low engagement.
2. Add a gender or age group segment dropdown for the time between offer received and transaction visualization to compare how the time distribution varies by segment.
3. Improve the map by overlaying US census data on population density and growth, as well as other indicators of promising neighborhoods. This will make it easier to identify potential locations for new Starbucks stores that may appeal to customers who prefer the new take-out-only store model.

You don't have to be  
great to start, but you  
have to start to be  
great.

Zig Ziglar





# Thank You

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New York City Data Science Academy

January 2023 Cohort