

The background of the slide features a close-up, shallow depth-of-field photograph of dark brown, roasted coffee beans. Some beans are in sharp focus in the foreground, while others are blurred in the background. A large, semi-circular maroon overlay covers the left side of the image, containing the title and author information. A thin, light-colored curved line separates the maroon area from the coffee bean background.

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.

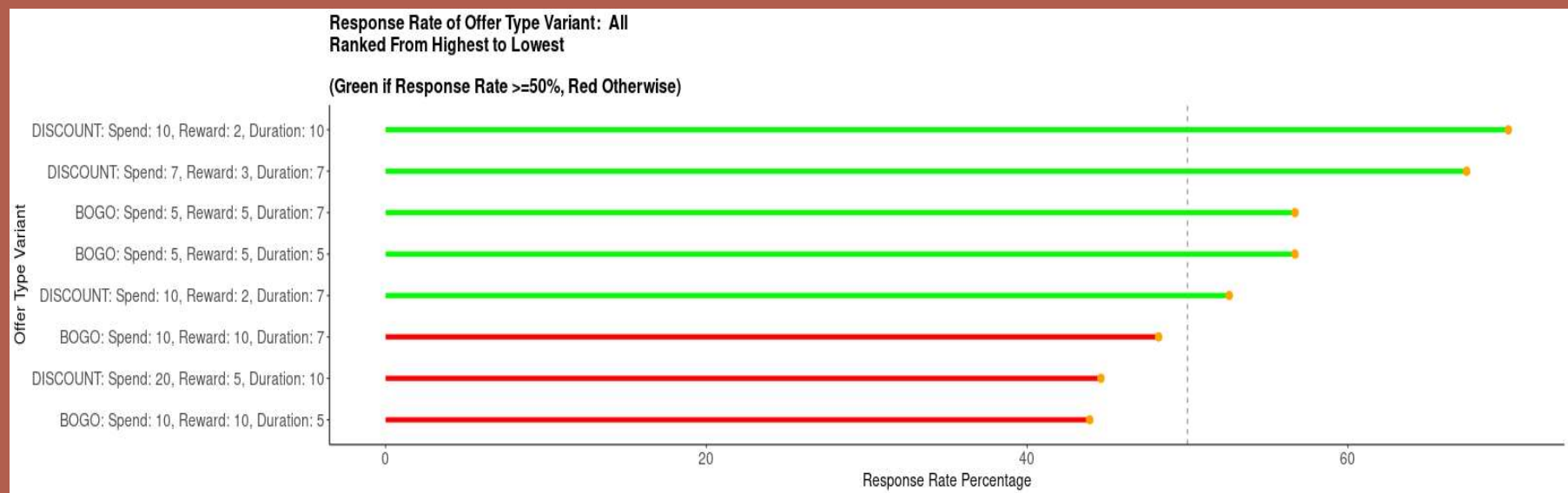
These new insights include identifying low engagement users, analyzing the average time between offer sent and transaction, and exploring the decision-making process for selecting new Starbucks store locations.

To accomplish this, the app utilizes the Kaggle dataset from Project I and location data from aggdata.com on Starbucks locations in the Americas.

The goal of this R project is to answer the following business question: what areas can the business explore to increase user engagement, transactions, and expand its business going forward?

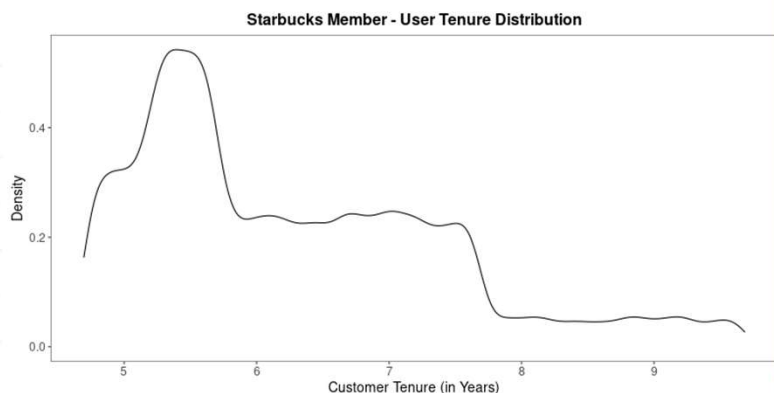
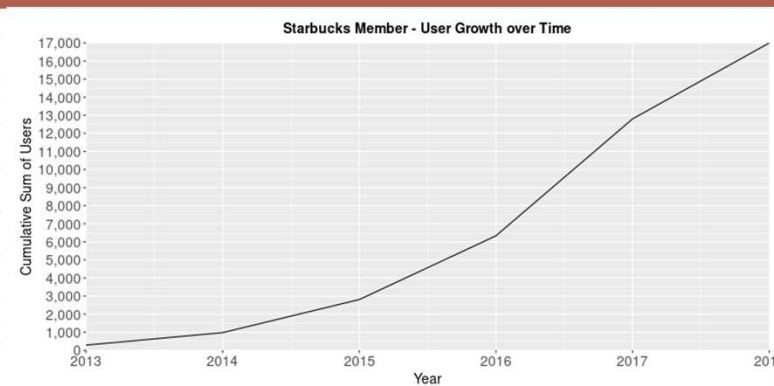
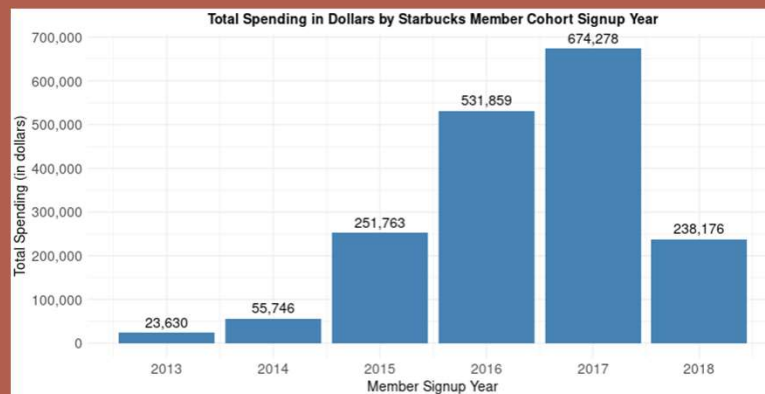
Recap from First Project

Insight 1: Marketing Offer Ranking



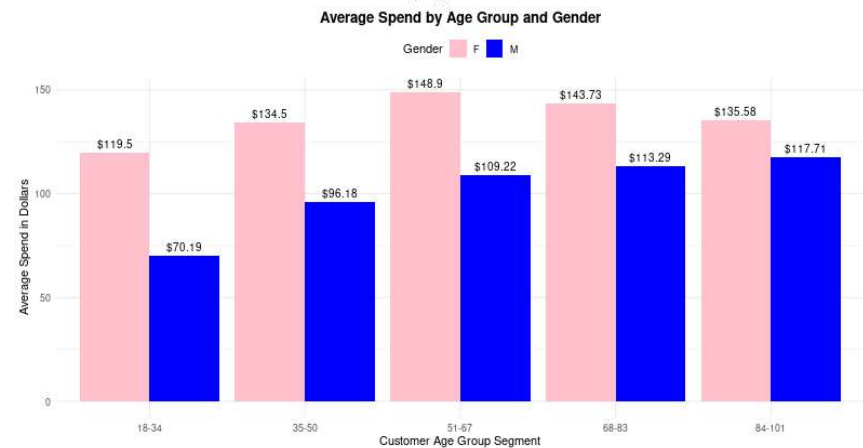
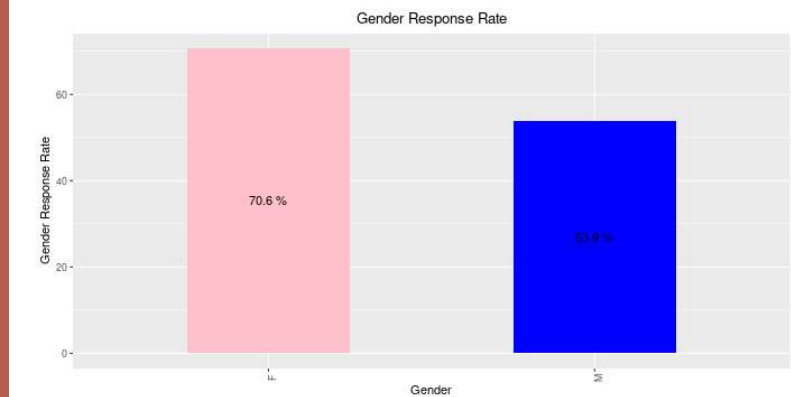
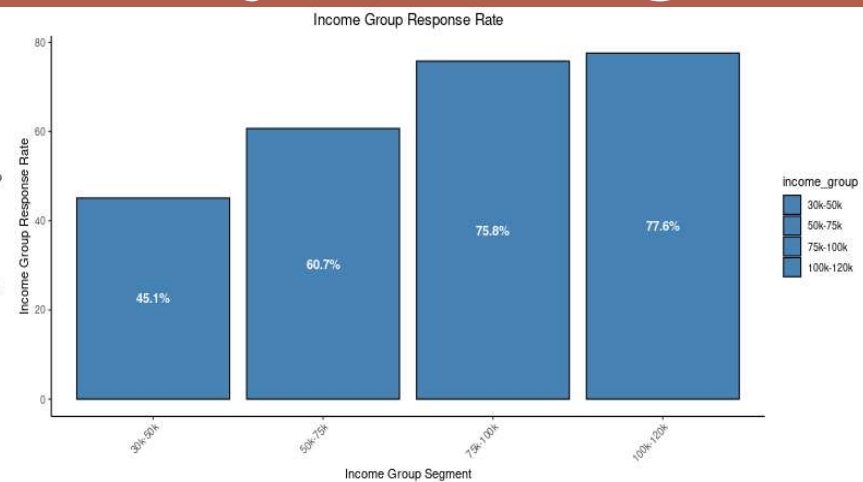
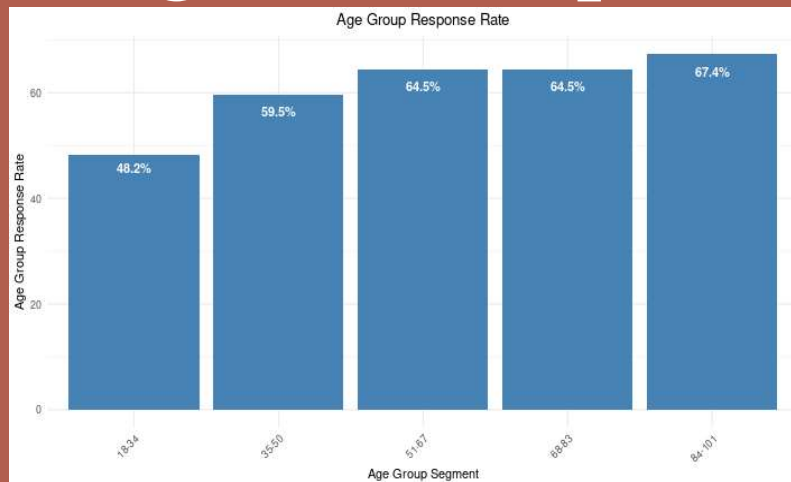
Recap from First Project

Insight 2: Cohort Analysis & User Growth/Tenure



Recap from First Project

Insight 3: Response Rate by User Segment

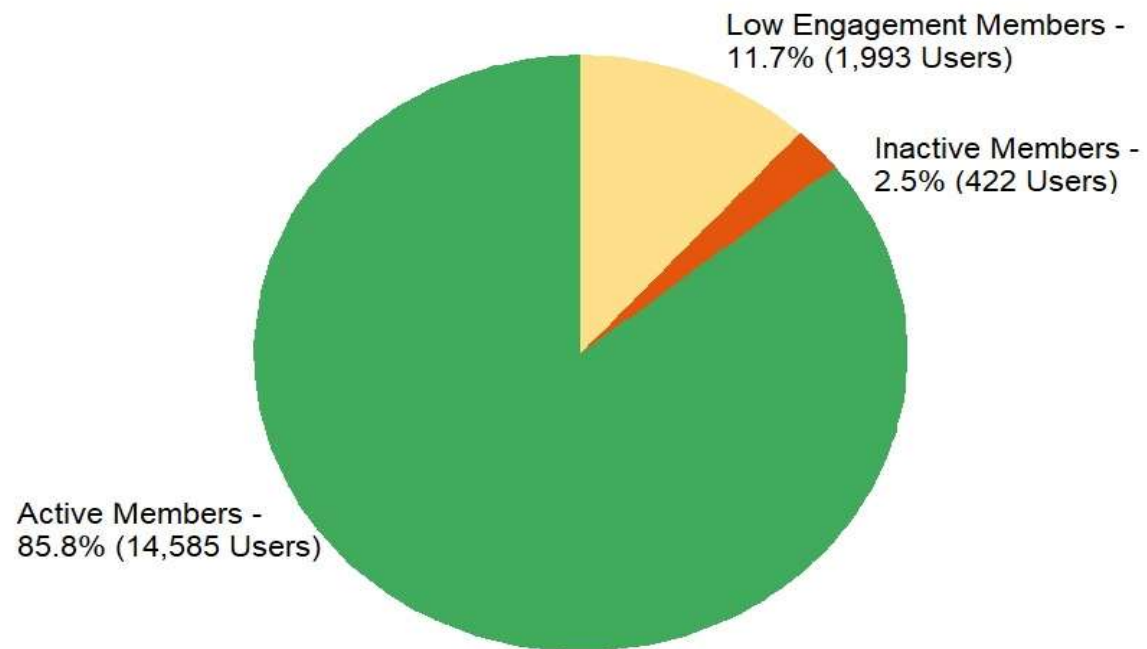




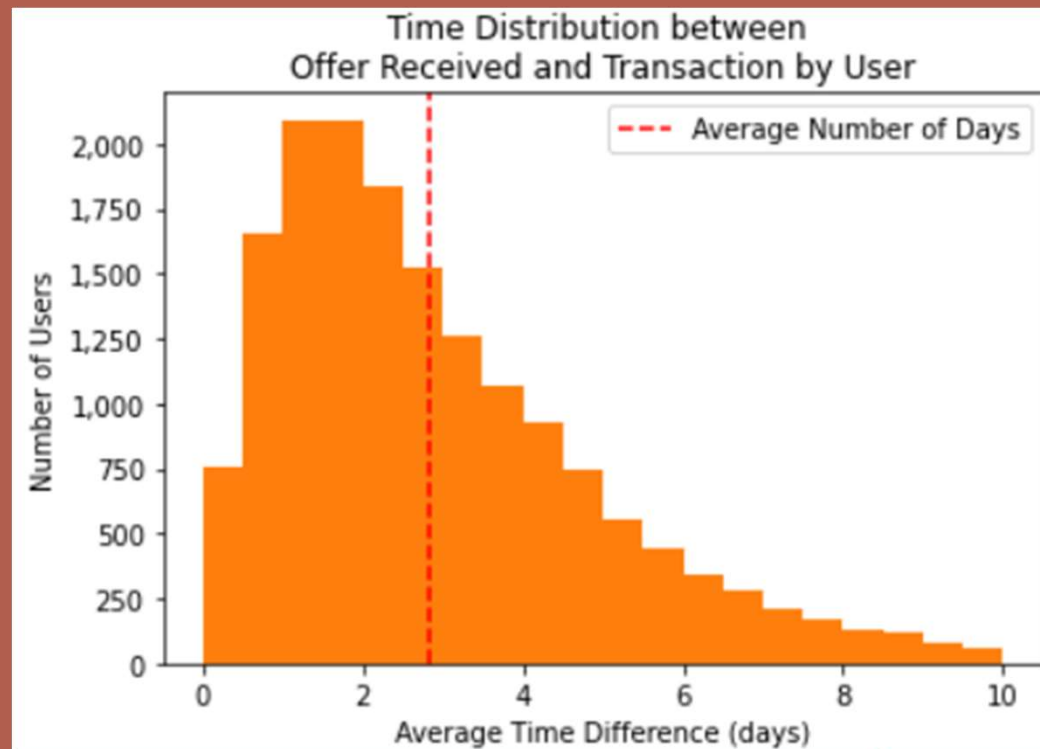
New Insights in R Shiny



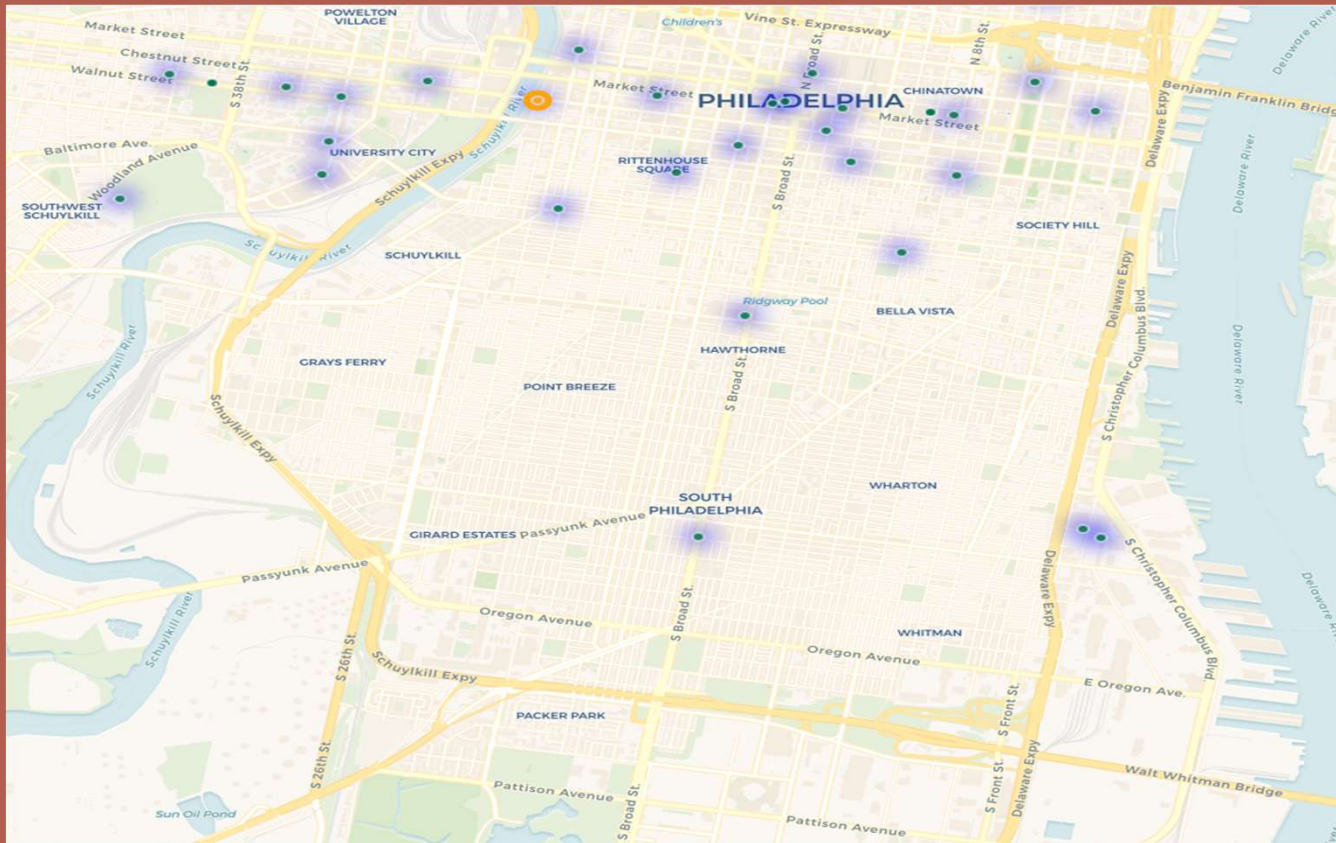
Low Engagement Users Spotlight



Analyzing Time Taken Between Offer Received and Transaction



Where to place the next Starbucks store?



Takeaways and Recommendations #1



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

Takeaways and Recommendations #2



The average time between receiving a marketing offer and making a purchase is approximately three days, with a good proportion of users taking action within one to three days. The findings suggest to wait at least three days before assessing marketing offer effectiveness. Additionally, limit offer frequency to once every three days to avoid overwhelming customers.

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 it with US census data on population density, growth, and other indicators of promising neighborhoods. This will help identify potential locations for new Starbucks stores that appeal to customers who will purchase from 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

Sample Footer Text