

Content from from reference book “Digital Marketing with Drupal [Jose Fernandes]” and mentioned in DM Syllabus file, Presentations, Notes provided by Teachers In 2023

NOTES ON BASIS OF BOOK DIGITAL MARKETING BY DRUPAL

CHAPTER 1

Fundamentals of Digital Marketing, Digital marketing tools and tactics available, their strengths and weaknesses, develop a digital marketing strategy. Building Your Own Digital Marketing Plan, explores how to build a digital marketing plan using CMS , Brand building. Main types of media, Customer behavior

CHEATSHEET

Digital Marketing Advantages:

- Highly targetable audience
- Real-time interaction with audiences
- Global reach
- Instant and measurable results
- Cost-effective
- Customizable and easily adjustable

Brand Building:

- Focus on building and growing your brand
- Brand is the company's reputation and promise to customers
- Consistency, authenticity, and customer-centric approach are crucial
- Offline experiences impact online perception

Main Types of Media:

- Owned Media: Properties you control (e.g., website, blog, social media profiles)
- Paid Media: Advertising that you pay for (e.g., display ads, sponsored content)
- Earned Media: Publicity gained through mentions, backlinks, and social shares

Measuring Success Using Web Analytics:

- CMS-based Web Analytics: Utilize built-in analytics, track page views, referral sources, and user behavior
- Implementing Google Analytics: Create an account, add tracking code, set goals, utilize advanced features, analyze reports
- Implementing Open-Source Analytics: Choose an open-source tool, install and configure, customize tracking, generate reports
- Live Chat: Implement live chat software, engage with visitors, collect feedback, measure performance

Content Marketing:

- Good content is essential for digital marketing success
- Storytelling is crucial—tell stories about your brand, customers, products, or achievements
- Content should be planned, audience-focused, and shared where your customers are
- Different content types include FAQs, tutorials, free tools, webinars, podcasts, and more

Email Marketing and Newsletters:

- Email marketing is a powerful tool for customer engagement
- Build email lists, create personalized email campaigns, segment your audience, utilize automation, and track performance
- Newsletters provide valuable content and updates, increase brand awareness, and nurture customer relationships

Sending SMS and Push Notifications:

- Utilize SMS marketing and push notification tools to reach and engage with customers
 - Time messages appropriately, personalize content, track user interactions, and ensure permission-based marketing
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NOTES

Digital Marketing:

- Advantages of digital marketing:
 - Highly targetable
 - Real-time interaction with audiences
 - Global reach
 - Instant and measurable results
 - Cost-effective
 - Customizable and adjustable
- Importance of brand building in digital marketing:
 - Brand is the business's reputation and promise to customers
 - It has functional, emotional, and social benefits
 - Building brand awareness and loyalty through digital touchpoints
 - Offline activities impact online channels through customer shares
- Types of media in digital marketing:
 - Owned media: Properties that you control (e.g., website, app, blog, email)
 - Paid media: Advertisements that you pay for (e.g., display ads, social media ads)
 - Earned media: Publicity or exposure gained through mentions, backlinks, etc.
- Segmentation of the audience:
 - Collecting data on previous behavior, personal preferences, social media interactions, and ad exchanges
 - Perfect segmentation leads to better brand-customer match and higher-quality leads
 - Less wasted marketing on the wrong audience

Content Marketing:

- Importance of content marketing:
 - Producing regular, high-quality content is crucial for online success
 - Good content is needed for social media sharing, search engine indexing, and engaging prospects, leads, and customers

- Elements of effective storytelling in content marketing:
 - Understanding the target audience's perspective
 - Simplifying the story to make it memorable
 - Keeping promises and ensuring consistency
 - Making the customer the hero of the story
 - Highlighting the human side of the brand
 - Finding unique stories to tell and encouraging customers to share them
- Different types of content:
 - Frequently asked questions (FAQs) or tutorials
 - Free tools and resources
 - Price and product reviews or comparisons
 - Webinars
 - Podcasts

SEM (Search Engine Marketing):

- Overview of search engines:
 - Search engines are essential for online information retrieval
 - They have a textbox, search button, and results section
 - Advances focus on backend algorithms, speed, and information processing
- How search engines work:
 - The search engine's work begins before users enter keywords
 - Crawler-based search engines crawl and index web pages
 - Algorithms determine the relevance and ranking of search results

Display Advertising:

- Definition and purpose of display advertising:
 - Display advertising is buying ad space on websites for brand awareness
 - Selectivity in choosing ad placements is crucial to avoid "ad blindness"
- Types of advertising campaigns:
 - Direct campaigns (resulting from direct sales)
 - Network campaigns (including affiliate programs and Google AdSense)
 - In-house campaigns (promoting the site's own products/services)
- Methods of buying ad space:
 - CPC (cost per click): Payment per click on ads or banners
 - CPM (cost per mille): Payment per 1,000 ad impressions
 - CPA (cost per action): Payment per completed action (e.g., sale, form submission)
 - Tenancy (renting ad space for a specific period)

Digital PR and Influencer Marketing:

- Definition and benefits of digital PR:

- Outreach to journalists, bloggers, and content creators for brand awareness and authority
 - Third-party endorsements through earned media are powerful and influential
 - Managing digital PR and influencer marketing:
 - Monitor mentions and participate in conversations
 - Answer questions, handle complaints, and appreciate compliments
 - Carefully choose influencers to maintain brand reputation and avoid deceptive marketing practices
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SUMMARY

Digital marketing has numerous advantages over traditional marketing, including high targetability, real-time interaction with audiences, global reach, instant and measurable results, cost-effectiveness, customization, and easy adjustments. However, the shift to online channels has also brought increased competition, making it crucial for businesses to differentiate themselves through a well-planned digital marketing strategy.

Building and growing the brand is a fundamental aspect of digital marketing. A brand represents a company's reputation and encompasses more than just a logo or name. It includes the company's promise to deliver what the brand stands for and has emotional, expressive, and social benefits. Building a brand requires leveraging various touchpoints, both digital and offline, to increase awareness and customer loyalty.

Digital marketing involves different types of media: owned, paid, and earned. Owned media refers to properties under the brand's control, such as websites and apps. Paid media involves paying for advertising space or promotions. Earned media is publicity or exposure gained through methods other than paid advertising, such as mentions, backlinks, and social shares.

Segmenting the audience is crucial for effective digital marketing. Data from previous behavior, personal preferences, connection with social media platforms, and ad exchanges can help in understanding and targeting the audience better. By achieving better audience segmentation, brands can achieve better results, higher-quality leads, and improved returns on investment.

The customer journey, including prospects and leads, plays a significant role in digital marketing. Understanding the customer's actions from research to the final purchase helps in planning marketing activities effectively.

Content marketing is essential for success online. Good content stands out among the vast amount of content available and is necessary for other digital marketing techniques to be effective. Content should tell stories about the brand, customers, products, and services, while considering factors like target audience, simplicity, consistency, highlighting the human side of the brand, and encouraging customers to share the stories. Different types of content, such as FAQs, tutorials, free tools and resources, reviews, webinars, and podcasts, can engage the audience and generate conversations.

Other digital marketing tactics include social media marketing, search engine marketing (SEM), display advertising, email marketing, referral marketing, digital PR, and influencer marketing. These tactics have specific objectives and expected outcomes, such as value creation, customer retention, branding, sales, customer acquisition, customer loyalty, and advocacy. Tracking key performance indicators (KPIs) on social media platforms is important to measure the success of social media marketing efforts.

Search engines play a significant role in digital marketing, and understanding how they work is essential. Crawler-based search engines use algorithms to process and deliver search results to users. Display advertising involves buying ad space on websites to build brand awareness, but careful selection of ad placement is crucial to avoid ad blindness.

Affiliate marketing is a cost-effective way for brands to promote their products and services through marketing partners. Brands can collaborate with bloggers, influencers, review sites, publishers, and organizations as affiliates, but careful consideration should be given to selecting reliable and ethical affiliates to protect the brand's reputation.

Digital PR and influencer marketing are influential marketing approaches. Digital PR involves networking and outreach to journalists, bloggers, and content creators to increase brand awareness and establish brand authority. Influencer marketing involves partnering with celebrities or influential individuals on platforms like Instagram, YouTube, Twitch, or TikTok to promote the brand.

In summary, digital marketing offers numerous advantages, and building a strong brand, understanding the audience, leveraging different types of media, implementing effective content marketing strategies, and utilizing various digital marketing tactics can contribute to the success of businesses in the online landscape.

SUMMARY IN POINTS

Digital Marketing:

- Offers advantages over traditional marketing, including high targeting, real-time interaction, global reach, instant results, cost-effectiveness, customization, and adjustability.
- Competition in online channels is a challenge, and a well-thought-out digital marketing strategy can differentiate a business from competitors.
- Building and growing your brand is essential in digital marketing, as it represents your business's reputation and promise to customers.
- Media types in digital marketing include owned media (e.g., website), paid media (e.g., ads), and earned media (e.g., publicity gained from mentions).
- Segmenting the audience based on previous behavior, personal preferences, social media connections, and ad exchanges can lead to better targeting and higher-quality leads.
- Understanding the customer journey, from prospects to leads and customers, helps in planning marketing activities.

Content Marketing:

- High-quality content is crucial for online success, as it stands out among the vast amount of content available.
- Content should tell stories about the brand, customers, products, and services to engage and build trust with consumers.
- Factors to consider in storytelling include understanding the audience, keeping the story memorable, delivering on promises, highlighting the human side of the brand, and encouraging customers to share the story.
- Various types of content can be produced, such as FAQs, tutorials, free tools and resources, price and product reviews, webinars, and podcasts.

Social Media and Influencer Marketing:

- Social media is an important component of digital marketing, providing opportunities for brand awareness, engagement, and customer loyalty.
- Key social media KPIs to track include follower count, impressions, clicks to the website, likes, shares, comments, mentions, and average engagement rate.
- Influencer marketing involves collaborating with celebrities or influential individuals on platforms like Instagram, YouTube, Twitch, etc., to promote a brand or product.
- Digital PR focuses on networking with journalists, bloggers, and content creators to increase brand awareness and establish brand authority.

Search Engine Marketing (SEM) and Display Advertising:

- Search engines play a significant role in online experiences, and understanding how they work is important.
- Display advertising aims to build brand awareness by purchasing ad space on websites, but careful selection is necessary to avoid ad blindness.
- Advertising campaigns can be directly paid, network-based (e.g., affiliate programs), or in-house promotions.
- Different pricing models for ad space include cost per click (CPC), cost per mille (CPM), cost per action (CPA), and tenancy.
- Programmatic advertising automates the buying and selling of ad inventory through real-time bidding systems.

Affiliate Marketing:

- Affiliate marketing is a cost-effective way to promote products and services by partnering with affiliates (bloggers, influencers, publishers) who earn commissions for driving desired actions.
- It's important to choose affiliates carefully and ensure they represent the brand ethically.

Overall, digital marketing and content marketing strategies focus on building brands, targeting audiences, creating engaging content, leveraging social media, utilizing search engines, and collaborating with influencers and affiliates to achieve marketing goals.

DIAGRAMS

Diagram 1: Advantages of Digital Marketing

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Advantages of Digital Marketing

- Highly targetable
- Real-time interaction with audiences
- Promotes global reach
- Instant and highly measurable results
- Cost-effective
- Customizable
- Easy to adjust

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Diagram 2: Brand Building in Digital Marketing

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Brand Building

- Goal: Building and strengthening brand reputation
- Brand as business's reputation
- Brand's promise to customers
- Functional and emotional aspects
- Touchpoints for increasing awareness and loyalty
- Offline actions reflected online through customer shares

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Diagram 3: Types of Media in Digital Marketing

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Types of Media

Owned Media: Fully controlled by the brand

- Examples: Website, App, Blog, Email

Paid Media: Paid for publicity or exposure

- Examples: Display ads, Paid influencers, Paid content promotion, Advertising

Earned Media: Publicity or exposure gained through other methods

- Examples: Media coverage, Social shares, Reviews, Backlinks

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Diagram 4: Segmentation in Digital Marketing

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Segmentation in Digital Marketing

- Data Sources for Segmentation:

- Previous behavior
- Personal preferences
- Connection with social media platforms
- Ad exchanges

- Benefits of Segmentation:

- Better match between brand and customer
- Better results and higher-quality leads
- Improved ROI
- Less wasted marketing on wrong audience

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Diagram 5: Customer Journey in Digital Marketing

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Customer Journey

- Prospects: People starting their journey, searching for options
- Leads: Prospects engaging with the brand, showing interest

- Customers: Leads making a purchase or conversion
- Actions from research to final purchase
- Focus on customers' wants and needs throughout journey
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Diagram 6: Content Marketing

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Content Marketing

- Importance of Excellent Content
- Content as the foundation for online success
- Content required for various digital marketing techniques
- Storytelling as a key element
- Factors for telling a good brand story
- Various types of content for different purposes
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These diagrams provide a visual representation of the key concepts discussed in the text.

QA

Q: What are the advantages of digital marketing compared to traditional marketing?

A: Digital marketing has several advantages over traditional marketing. Some of the most important ones are:

1. Highly targetable: Digital marketing allows businesses to target specific audiences based on demographics, interests, and behaviors, ensuring that their messages reach the right people.
2. Real-time interaction with audiences: Through digital marketing channels such as social media, businesses can engage with their audiences in real-time, fostering direct communication and building relationships.
3. Global reach: Digital marketing enables businesses to reach a global audience, breaking geographical barriers and expanding their market reach beyond traditional boundaries.
4. Instant and measurable results: With digital marketing, businesses can see immediate results and measure the performance of their campaigns in real-time, allowing for quick adjustments and optimization.
5. Cost-effective: Digital marketing often offers a more cost-effective approach compared to traditional marketing channels, allowing businesses with limited budgets to reach their target audience without spending large amounts of money.
6. Customization: Digital marketing allows for highly customized and personalized campaigns, tailoring messages and offers to specific customer segments, increasing relevance and engagement.

7. Easy to adjust: Digital marketing campaigns can be easily adjusted and optimized based on real-time data and insights, ensuring that businesses can adapt to changing market conditions and customer preferences effectively.

Q: How does digital marketing contribute to brand building?

A: Digital marketing plays a crucial role in brand building. Here's how:

1. Reputation management: Digital marketing allows businesses to manage their online reputation effectively. By actively monitoring and responding to customer feedback, businesses can maintain a positive brand image and address any negative perceptions promptly.
2. Increased brand awareness: Through various digital marketing channels such as social media, content marketing, and search engine optimization (SEO), businesses can increase their brand visibility and reach a wider audience.
3. Customer engagement and loyalty: Digital marketing enables businesses to engage with their customers through interactive content, social media interactions, and personalized messaging. By building strong relationships and delivering value to customers, businesses can foster loyalty and advocacy.
4. Consistent brand messaging: Digital marketing channels provide a platform for businesses to deliver consistent brand messaging across multiple touchpoints. This consistency helps reinforce the brand identity and values, creating a cohesive and memorable brand experience for customers.
5. Brand storytelling: Content marketing, a key component of digital marketing, allows businesses to tell their brand stories and connect with customers on a deeper level. By sharing compelling narratives, businesses can create emotional connections and differentiate themselves from competitors.
6. Amplified brand reach: Digital marketing enables businesses to expand their brand reach beyond traditional boundaries, tapping into global audiences and niche markets. Through targeted digital advertising and influencer marketing, businesses can leverage the reach and credibility of online influencers to amplify their brand message.

Q: What are the main types of media in digital marketing?

A: In digital marketing, there are three main types of media: owned media, paid media, and earned media.

1. Owned media: Owned media refers to any digital property that a business controls, such as websites, blogs, social media profiles, and email lists. Businesses have full control over the content and messaging on owned media platforms, allowing them to build their brand, engage with audiences, and drive traffic to their owned properties.
2. Paid media: Paid media involves paid advertising and promotional efforts to reach target audiences. It includes various forms of digital advertising, such as display ads, social media ads, paid search ads, influencer partnerships, and sponsored content. Paid media provides businesses with the opportunity to reach larger audiences and increase brand visibility, but it requires a financial investment.
3. Earned media: Earned media refers to publicity and exposure that a business receives through methods other than paid advertising. It includes organic social media mentions, shares, reviews, press coverage,

backlinks, and word-of-mouth recommendations. Earned media is valuable because it is a result of customer advocacy and endorsement, indicating that the brand has earned credibility and trust.

These three types of media work together to create a comprehensive digital marketing strategy, where businesses leverage their owned media platforms, invest in paid advertising for broader reach, and aim to earn positive media coverage and customer recommendations through exceptional products, services, and brand experiences.

Q: How can businesses gather data to segment their audience in digital marketing?

A: There are several ways businesses can gather data to segment their audience in digital marketing:

1. Previous behavior: By analyzing customer purchase history, browsing patterns, and engagement with previous campaigns, businesses can gain valuable insights into their customers' preferences and interests. This data helps in segmenting the audience based on past behaviors and targeting them with relevant offers.

2. Personal preferences: Businesses can collect data on customers' personal preferences by using sign-up forms, quizzes, surveys, and questionnaires. These methods allow customers to provide information about their interests, preferences, and needs, helping businesses tailor their marketing messages and offerings accordingly.

3. Social media connections: Connecting with customers on social media platforms allows businesses to gather data on their preferences, interactions, and conversations. Social media provides an opportunity for direct and real-time communication with customers, which can be leveraged to gain insights and improve targeting.

4. Ad exchanges: Ad exchanges enable businesses to place their banners and advertisements on different websites. By analyzing the results and interactions with these ads, businesses can segment their audience based on their interests and behaviors related to specific ad placements.

Effective data collection and segmentation help businesses better understand their audience, deliver personalized experiences, and optimize their marketing efforts to reach the right people with the right messages, ultimately driving better results and maximizing return on investment.

Q: What is the customer journey in digital marketing?

A: The customer journey in digital marketing refers to the process that customers go through from the initial stages of research and discovery to the final purchase and beyond. It encompasses the various touchpoints and interactions a customer has with a brand throughout their decision-making process.

The customer journey consists of different stages, including:

1. Awareness: At this stage, customers become aware of a

need or problem they have and start researching different options or solutions. They may come across a brand's marketing messages, content, or advertisements during this stage.

2. Consideration: Once customers have identified potential options, they enter the consideration stage, where they evaluate different products, services, or brands. They may compare features, prices, reviews, and recommendations to narrow down their choices.
3. Decision: In the decision stage, customers make their final purchase or conversion. They may choose a specific product, service, or brand based on factors such as pricing, quality, convenience, and trust.
4. Post-purchase: After the purchase, the customer's journey continues with their experience of using the product or service. Their satisfaction, loyalty, and advocacy are influenced by their post-purchase experience, including customer support, product usage, and overall brand experience.

Throughout the customer journey, businesses aim to understand their customers' needs, provide relevant information and support, and deliver exceptional experiences at each stage. By mapping out the customer journey, businesses can identify opportunities to engage and nurture customers, tailor their marketing efforts, and ultimately drive customer satisfaction and loyalty.

Q: What is content marketing, and why is it important in digital marketing?

A: Content marketing is a strategic marketing approach focused on creating and distributing valuable, relevant, and consistent content to attract and engage a target audience. It involves creating various types of content, such as blog posts, articles, videos, infographics, podcasts, and social media posts, with the goal of providing value to the audience and building brand awareness, trust, and loyalty.

Content marketing is important in digital marketing for several reasons:

1. Foundation for online success: Content forms the foundation for various digital marketing techniques and channels. It provides the substance and value that attracts and engages audiences, drives website traffic, and encourages social sharing and interaction.
2. Storytelling and brand building: Content marketing allows businesses to tell their brand story and connect with their audience on a deeper level. Through compelling narratives, businesses can showcase their brand values, personality, expertise, and unique selling propositions, fostering emotional connections and differentiation.
3. Search engine optimization (SEO): High-quality content is essential for SEO, as search engines prioritize valuable and relevant content in their rankings. By creating optimized content that aligns with search intent and incorporates relevant keywords, businesses can improve their organic search visibility and attract more targeted traffic.
4. Audience engagement and relationship building: Content marketing provides businesses with a platform to engage and interact with their audience. By creating valuable and shareable content, businesses can foster a sense of community, encourage audience participation, and build relationships based on trust and authority.
5. Thought leadership and expertise: Consistently producing valuable content establishes businesses as thought leaders and experts in their industry. By sharing insights, expertise, and industry trends, businesses can position themselves as go-to resources for their target audience, earning trust and credibility.

In the digital landscape where consumers are increasingly seeking valuable information and experiences, content marketing plays a vital role in attracting, engaging, and retaining audiences, ultimately driving business growth and success.

QUIZ MCQ

Question 1:

What are some advantages of digital marketing compared to traditional marketing?

- a) Real-time interaction with audiences
- b) Global reach
- c) Cost-effectiveness
- d) All of the above

Question 2:

What is the main goal of brand building in digital marketing?

- a) Increasing website traffic
- b) Generating leads
- c) Building and strengthening brand reputation
- d) Achieving immediate sales

Question 3:

Which type of media is fully controlled by a brand in digital marketing?

- a) Owned media
- b) Paid media
- c) Earned media
- d) Social media

Question 4:

What is the purpose of earned media in digital marketing?

- a) It can be easily customized.
- b) It provides real-time interaction with audiences.
- c) It promotes global reach.
- d) It helps generate publicity and exposure through mentions and backlinks.

Question 5:

What is the main focus of content marketing?

- a) Creating valuable and relevant content to attract and engage a target audience
- b) Purchasing ad space on websites to increase brand visibility
- c) Building relationships with influencers for brand promotion
- d) Generating immediate sales through paid advertising

Question 6:

What is the primary objective of display advertising?

- a) Increasing brand awareness
- b) Building customer loyalty
- c) Driving immediate sales
- d) Establishing brand authority through media coverage

Question 7:

What is influencer marketing in digital marketing?

- a) Collaborating with influential individuals to promote a brand or product
- b) Building relationships with journalists and bloggers for media coverage
- c) Engaging in direct interactions with audiences through social media
- d) Creating and distributing valuable content to attract a target audience

Question 8:

What is the role of digital PR in brand promotion?

- a) Building customer loyalty through personalized interactions
- b) Enhancing search engine rankings through targeted keywords
- c) Increasing brand awareness through media coverage and mentions
- d) Driving immediate sales through paid advertising campaigns

Question 9:

Which type of marketing involves automated bidding for ad space in real time?

- a) Content marketing
- b) Affiliate marketing
- c) Search engine marketing
- d) Programmatic advertising

Question 10:

What is the main purpose of segmentation in digital marketing?

- a) Customizing content and marketing efforts for specific target audiences
- b) Increasing brand visibility through social media channels
- c) Achieving immediate sales through influencer partnerships
- d) Building brand reputation through media coverage

Feel free to answer the questions based on your understanding of the text.

Here are the answers to the quiz:

1. d) All of the above
2. c) Building and strengthening brand reputation
3. a) Owned media
4. d) It helps generate publicity and exposure through mentions and backlinks.
5. a) Creating valuable and relevant content to attract and engage a target audience
6. a) Increasing brand awareness
7. a) Collaborating with influential individuals to promote a brand or product
8. c) Increasing brand awareness through media coverage and mentions
9. d) Programmatic advertising
10. a) Customizing content and marketing efforts for specific target audiences

1. What are some advantages of digital marketing over traditional marketing?

- a) High cost-effectiveness and real-time interaction with audiences
- b) Global reach and measurable results
- c) Highly targetable and customizable

d) All of the above

2. Which type of media can be influenced but not controlled?

- a) Owned media
- b) Paid media
- c) Earned media
- d) Social media channels

3. What is the importance of brand building in digital marketing?

- a) It helps to differentiate your product or service from competitors.
- b) It builds customer loyalty and increases brand awareness.
- c) It allows for increased customer interaction and engagement.
- d) All of the above.

4. How can personal preferences of customers be gathered for effective audience segmentation?

- a) Through previous behavior analysis
- b) By connecting with customers on social media platforms
- c) By using quizzes and questionnaires
- d) All of the above.

5. What is the primary goal of content marketing?

- a) To increase brand awareness and engagement
- b) To generate sales and acquire new customers
- c) To retain existing customers and create value
- d) All of the above.

6. What is the primary purpose of display advertising?

- a) To promote global reach and target specific audiences
- b) To build brand awareness and increase visibility
- c) To generate immediate and measurable results
- d) To provide real-time interaction with audiences.

7. What are some key performance indicators (KPIs) for tracking social media success?

- a) Follower count and number of impressions
- b) Clicks to the website and average engagement rate
- c) Number of likes, shares, and comments
- d) All of the above.

8. What is digital PR and influencer marketing?

- a) It is the process of building brand authority through media outreach.
- b) It involves collaborating with influencers to promote your brand.
- c) It relies on earned media and third-party endorsements.
- d) All of the above.

9. Which type of search engine will be focused on in the study?

- a) Crawler-based search engines
- b) Textbox-based search engines

- c) Backend-based search engines
- d) All of the above.

10. What is the primary goal of digital PR?

- a) To increase brand awareness and establish brand authority
- b) To generate immediate sales and leads
- c) To target specific audiences and increase customer engagement
- d) To create interactive content and enhance customer experience.

Answers:

- 1. d) All of the above
- 2. c) Earned media
- 3. d) All of the above
- 4. d) All of the above
- 5. d) All of the above
- 6. b) To build brand awareness and increase visibility
- 7. d) All of the above
- 8. d) All of the above
- 9. a) Crawler-based search engines
- 10. a) To increase brand awareness and establish brand authority

FLASHCARDS/KEY TERMS

Card 1:

Term: Digital Marketing

Definition: Refers to marketing strategies and tactics that use digital channels such as websites, social media, search engines, email, and online advertising to reach and engage with target audiences.

Card 2:

Term: Advantages of Digital Marketing

- Highly targetable
- Real-time interaction with audiences
- Global reach
- Instant and measurable results
- Cost-effective
- Customizable
- Easy to adjust

Card 3:

Term: Brand Building

Definition: The process of creating and strengthening a brand's reputation, values, and identity. It involves building brand awareness, loyalty, and differentiation through various marketing activities.

Card 4:

Term: Owned Media

Definition: Media channels and properties that are owned and controlled by a brand, such as websites, blogs, social media accounts, and email lists.

Card 5:
Term: Paid Media
Definition: Advertising and promotional efforts that involve paying for ad space on third-party platforms, such as display ads, social media ads, influencer partnerships, and paid content promotion.

Card 6:
Term: Earned Media
Definition: Publicity or exposure gained through word-of-mouth, mentions, backlinks, social shares, media coverage, reviews, and other methods not directly paid for by the brand.

Card 7:
Term: Customer Journey
Definition: The process and steps a customer goes through from initial awareness to the final purchase or conversion. It includes the stages of prospecting, lead generation, consideration, decision-making, and post-purchase.

Card 8:
Term: Content Marketing
Definition: A strategic approach to marketing that involves creating and distributing valuable and relevant content to attract, engage, and retain a target audience. It focuses on storytelling, educating, and entertaining rather than explicit promotion.

Card 9:
Term: Types of Content

- FAQs or tutorials
- Free tools and resources
- Price and product reviews or comparisons
- Webinars
- Podcasts

Card 10:
Term: Display Advertising
Definition: The practice of purchasing ad space on websites to display banners or other visual ads. It aims to increase brand awareness and reach a wider audience.

Card 11:
Term: Influencer Marketing
Definition: A form of marketing that involves collaborating with influential individuals, such as bloggers, social media influencers, or celebrities, to promote a brand or product to their audience.

Card 12:
Term: Digital PR
Definition: The process of building relationships with journalists, bloggers, and other content creators to gain media coverage, mentions, and backlinks. It helps increase brand awareness and establish brand authority.