Data Intelligence Application 2018/19 Project



Advertising

Antoniazzi Matteo (895712)

Bonali Luca (896641)

Chittò Pietro (899045)

Lamparelli Andrea (894005)

Ravelli Leonardo (894222)

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1. ***Introduction***

The product we decided to use for this project is the AMAZON ECHO PLUS. We’re basing our project on this version of the product with respect to other ones (like Echo Dot, Echo Sub etc.) because, even if the Echo Dot is the more sold product for its small price, it lacks some features like the hub for connecting more smart devices to make a more advanced “smart home”.

1.1 *Product description*

The second generation of Amazon Echo Plus was released in September 2018.

It’s a smart speaker developed by Amazon. Echo devices connect to the voice-controlled intelligent personal assistant service Alexa, which responds to the names "Alexa", "Echo", or "Computer". The features of this device include: voice interaction, music playback, making to-do lists, setting alarms, streaming podcasts, in addition to providing weather, traffic and other real-time information. It can also control several smart devices, acting as a home automation hub like, for example, Smart TV, specific appliances, lamps, windows, doors, temperature control etc. It shares design similarities with the first-generation Echo, but also doubles as a smart home hub, connecting to most common wireless protocols to control connected smart devices within a home.

We consider it more customizable than its direct competitor “Google Home” and Alexa's encourages faster and broader development and support from third-parties of its skills market.

2. ***Classes and environment description***

2.1 Features Selection

We describe our possible customers by means of 3 main features, with the following values:

* Age: Young, Adults, Retires
* Home status: Living alone, Living with family
* Welfare: Normal, Richer

We decided to divide with respect to the age because younger people are more inclined to accept new technologies to make their lives simpler than older ones. We also thought that a person who lives alone is more worn to have something that can help and fasten the way he approaches some of his daily tasks, especially if young. Of course, we consider that this product is a commodity and so, even if the price is not too large, some class of customer may not be interested in buying our product.

2.2 Class descriptions

In the following tables we show how, using the previous explained features, we’ve created our main class of customers.

For readability, we split the 3D features tensor into 2 tables according to the feature home status. In each cell of the table we reported the probability of a user to belong to that specific class.

Each colour represents one class.

|  |  |  |  |
| --- | --- | --- | --- |
| **FAMILY 0.40** | Young 0.50 | Workers 0.40 | Retires 0.1 |
| Richer 0.55 | 0,11 | 0,088 | 0,022 |
| Normal 0.45 | 0,09 | 0,072 | 0,018 |

|  |  |  |  |
| --- | --- | --- | --- |
| **ALONE 0.60** | Young 0.50 | Workers 0.40 | Retires 0.1 |
| Richer 0.55 | 0,165 | 0,132 | 0,033 |
| Normal 0.45 | 0,135 | 0,108 | 0,027 |

* **Class 1:** this class is characterized by people who live alone, like young student or worker, who have a good economic wellness and are more willing to spend money on this commodity. Young families with economic possibilities are in this class too. We assume that this is the class that we expect to click more on our advertised product.

* **Class 2:** in the second class we have other kinds of families, from younger to older, which are less incline to spend money on a product like that, so they will less probably click on our ad. Considering age , we can include in this class also older families, or retired couples, who have money to spend, and are curious about these new technologies.
* **Class 3:** this class is composed by all those people who, for different reasons, are not so interested in our product, can be for economic reason for example. But advertising the product on those people, may bring some of them to click on the product anyway.

2.3 Sub-Campaign definition

We have identified 5 different sub-campaigns:

* Search advertising:
  + ***Google***
  + ***Bing***
* Display Advertising:
  + ***YouTube***
* Social advertising:
  + ***Facebook***
  + ***Instagram***

***Google*** is the most used search engine, so it seemed mandatory to have our focus on an advertising sub-campaign on it. We assume that all the three classes use Google.

***Bing*** is the default search engine when dealing with Microsoft OS, and we are assuming that people belonging to the 2nd and 3rd class most probably have a windows based computer, since we assume it to be more user friendly, and that are not interested in changing the default web search engine.

For search advertising we are considering keywords like: “assistente vocale”, “smart speaker”, “home speaker” exc. Searching this kind of keywords will display ads and banners of our product, as form of slot for Google and ads for Bing, that will bring the user to the Amazon link to buy our product.

***YouTube*** is used for watching videos, and ads are displayed during the video as banners and under the video. Sometimes the ads are related to the video the user is watching, and sometimes it depends on the collected info of that user, like cookies. By displaying our product in some videos as banner, for example during tech videos, which are related to our assistant, we can assume that some user will click on the ad.

***Facebook*** and ***Instagram*** are two of the most used social networks. By displaying sponsored ads in the people feed we can increase people’s awareness in our product and make them interested in it.

We have chosen YouTube and Instagram, which are more probably used by the first two classes, and Facebook, which is used also by people belonging to the 3rd class.

2.4 Average daily budget/clicks curves

- In this chapter we will show the assumption we have made to construct the curves which represent the functions daily budget/clicks.

- X axis: daily budget

- Y axis: expected number of clicks

We show all the three different curves, for each class of user, and for each sub-campaign, then the aggregated curve for each sub-campaign. The actual numbers on the graphs are our assumptions with respect to the actual behaviour of the users.

We have three levels of clicks limits:

* High = 90
* Medium = 60
* Low = 40

We expect that when a curve has its maximum arrives at one of these three levels, also because being the mechanism to decide which product is placed on the banner, or slot, or ad, an auction ,we have that increasing the budget we increase the probability that our product will be displayed in the best position. But once the product is displayed in the best position the expected number of clicks will remain the same even increasing the budget. (we are implicitly assuming that the bidding is performed automatically by the advertising platform, according to the budget)

The aggregation is achieved by averaging the curves with respect to the probability of belonging to one class (0.65 1st , 0.305 2nd , 0.045 3rd).

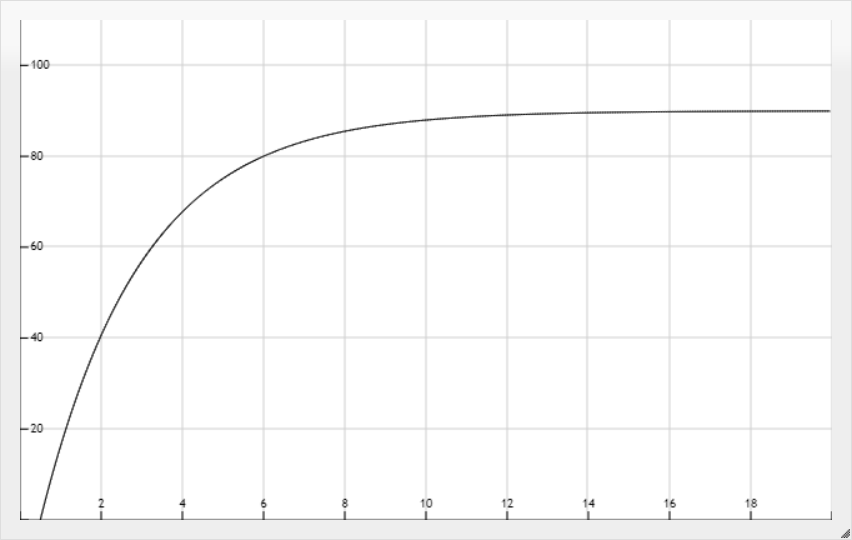
Google c1:

Figure 1

* This represent the most prolific curve, in which we have the most interested users where we expect to have the most clicks, google. The curve grows fast starting with low values of daily budget, and arrives early near to its maximum value, which is the highest level of click we have assumed for the platform, once the product is displayed in the first slot (best position).

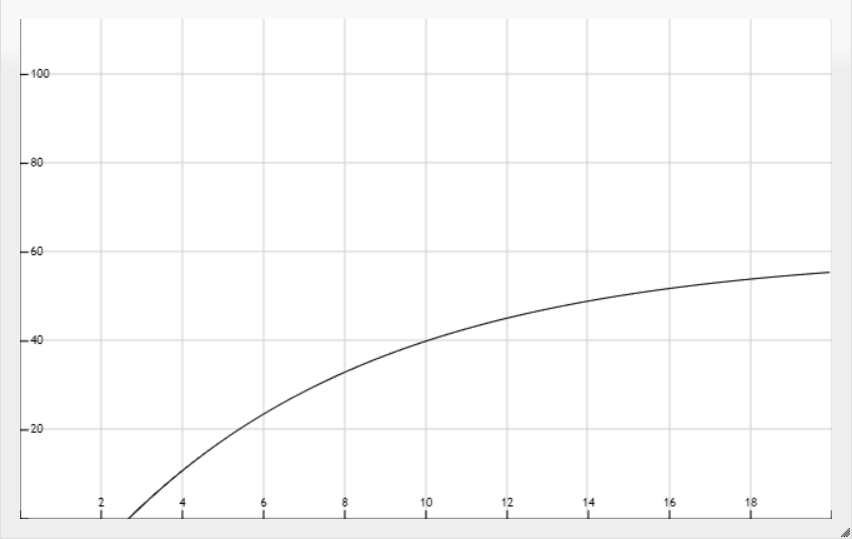
Google c2:

Figure 2

-Second class of the google users, we have a maximum value of clicks which is our Medium Value, because we expect this class to be less interested in our advertisement. The curve also has a less increasing behaviour.

Google c3:

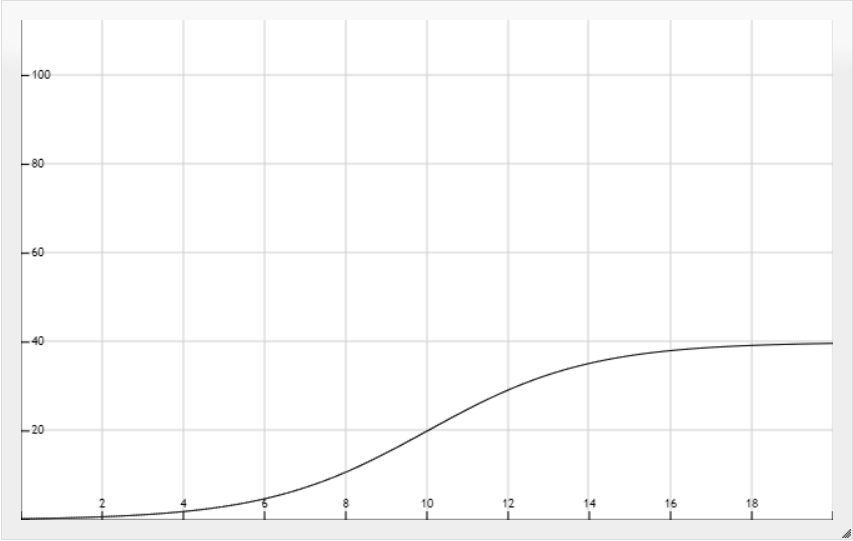
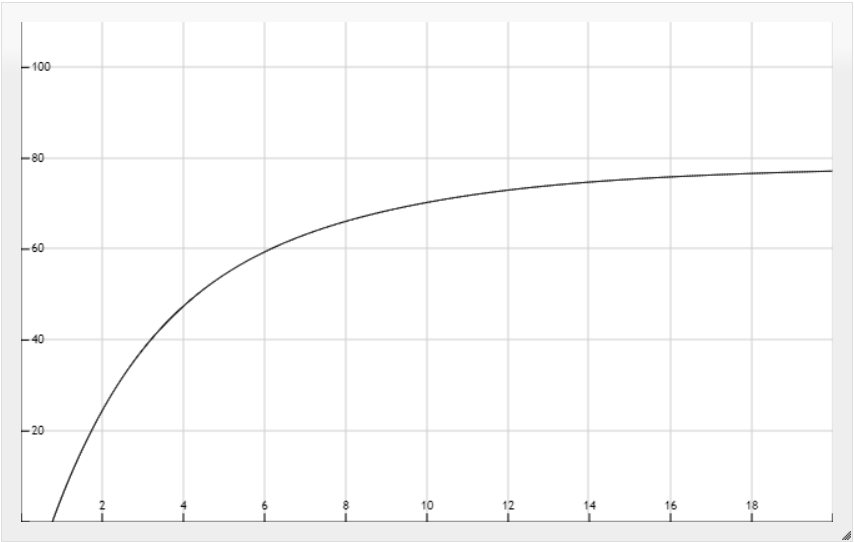


Figure 3

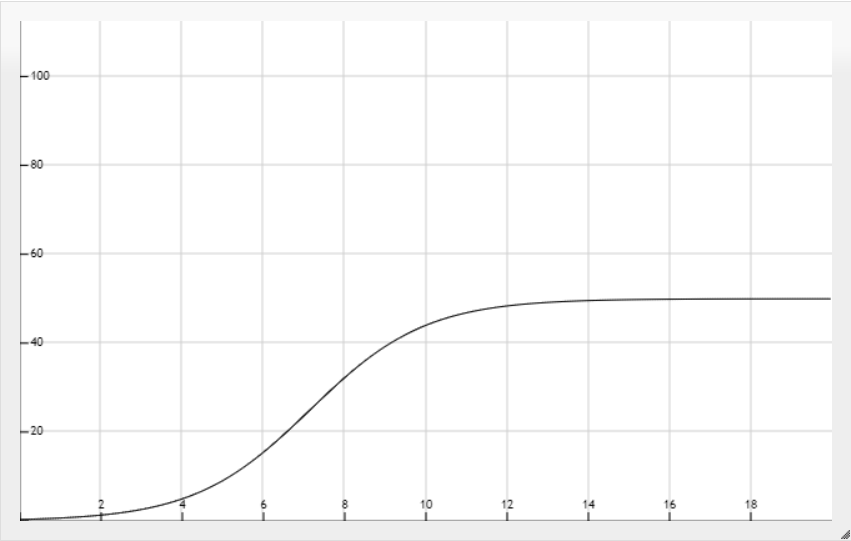
* The third class curve has a slower increasing behaviour, since this is the class which we assume not so interested in our product. So the limit is the lower level of our definition.

Google aggregated:

* The aggregated curve has the maximum value near 80 and grows quite fast, since the first curve has a bigger influence on the aggregation.

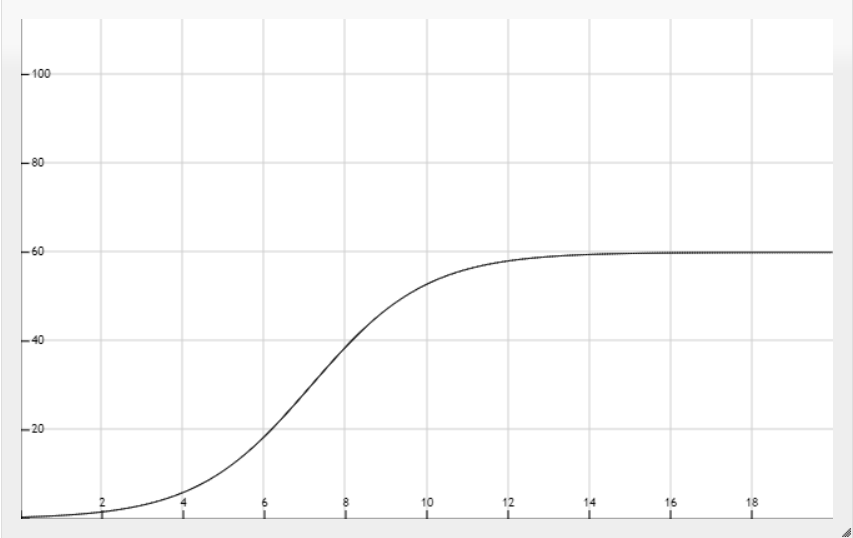
Figure

Facebook c1

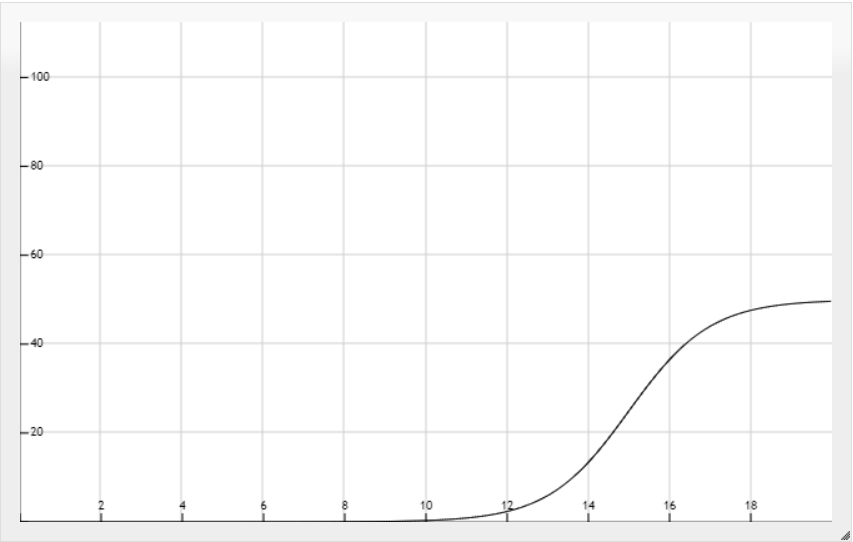
* First class curve of the second sub-campaign, we are assuming that the maximum is lower with respect to the first sub-campaign, and also grows slower.

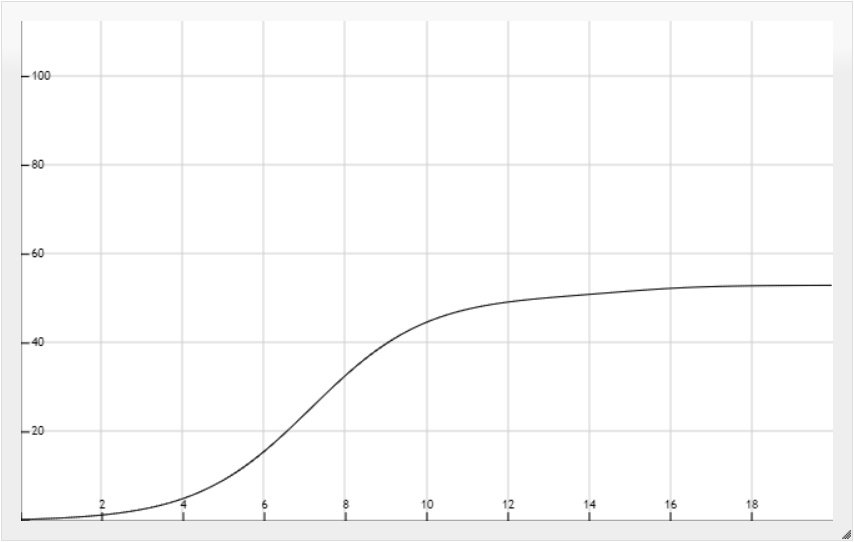
Figure

Facebook c2

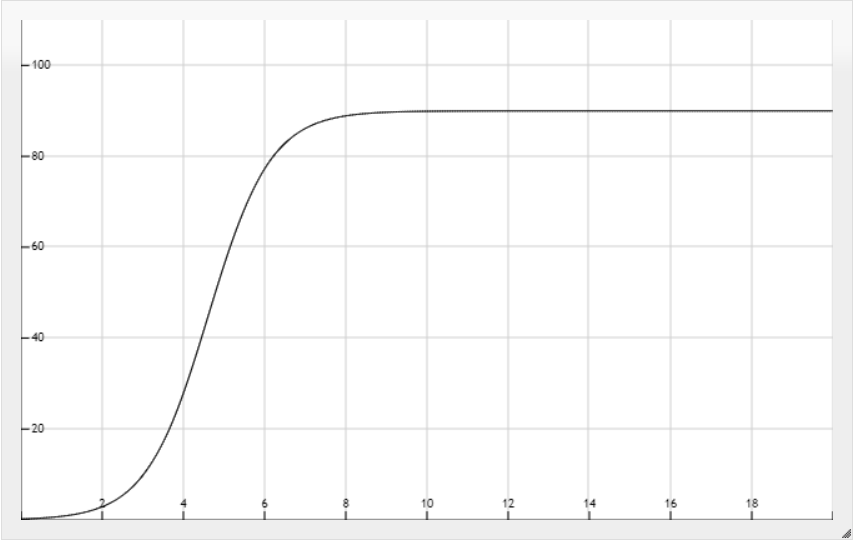
* This curve has an higher maximum value than the first class one, basing on our assumption that the 2 class of users are more active on Facebook, and they are more inclined to click on our ad on this platform.

Facebook c3

* Third class of user on Facebook are not so interested in our product, and so less likely they will click on our ad.

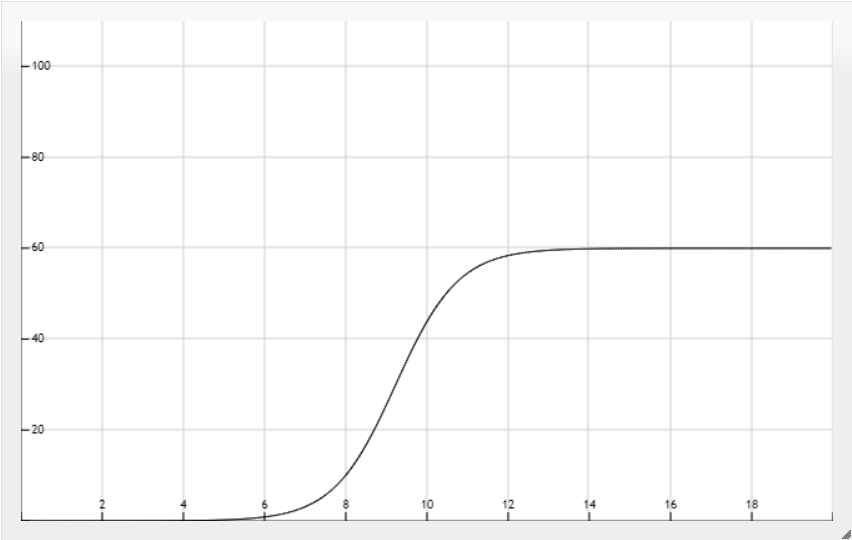
Facebook aggregation

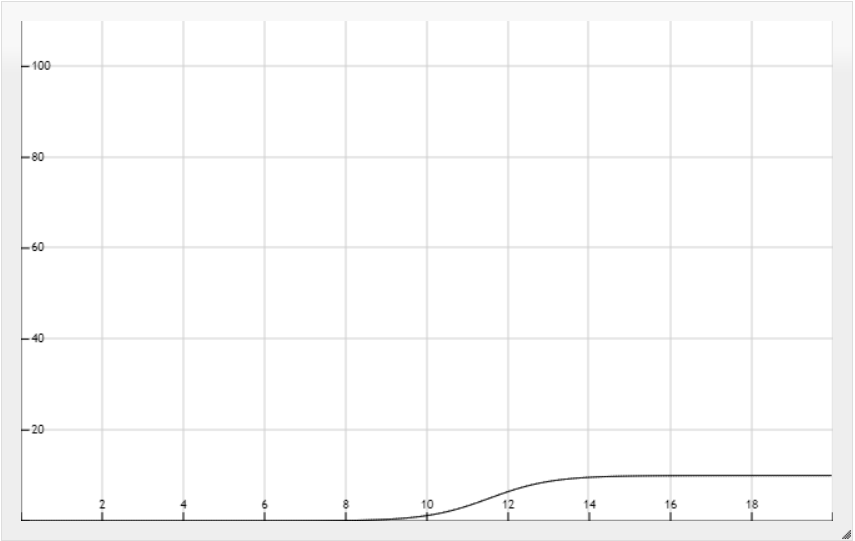
* Aggregating the three Facebook curves is less interesting with respect to the Google aggregation, where we expect to have an higher number of clicks. It may be not interesting in general because the growth is quite slow.

Instagram c1

* Instagram first class has a very interesting behaviour, it grows fast with respect to the budget, and its maximum value is high. Also a lot of Instagram users belong to our identified first class, and they are more inclined to click on our product.

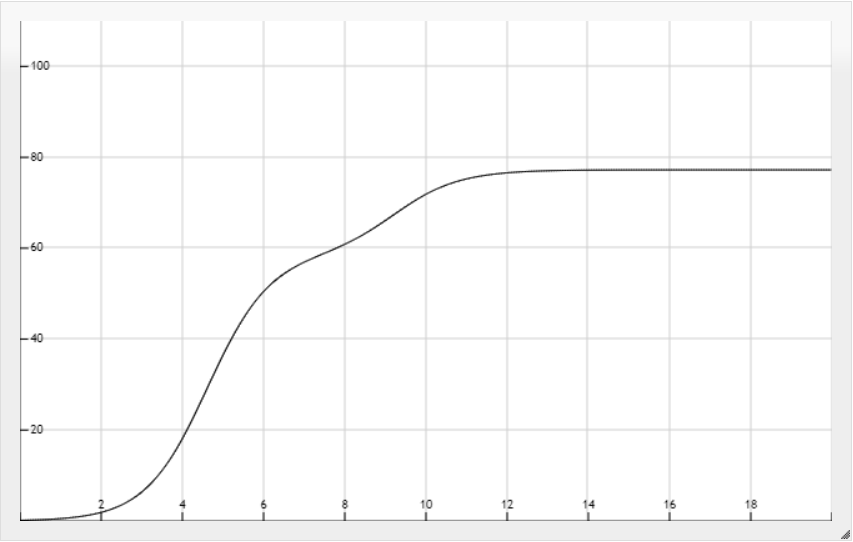
Instagram c2

* Second class of users on Instagram has a slower growth, regarding budget, but has an interesting behaviour if the ad wins more auction, and it is displayed more times.

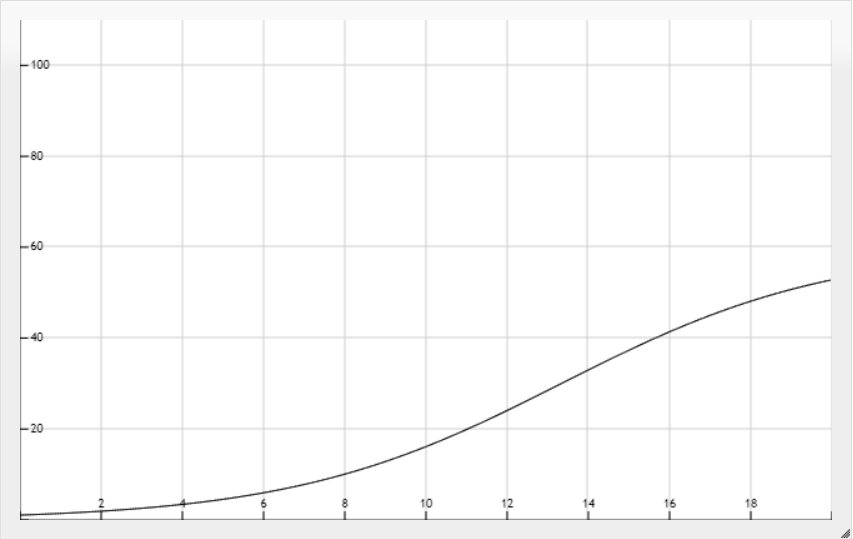
Instagram c3

* Instagram is not so used by people belonging to our third class, and the curve is very low, but if aggregated can bring to some advantages.

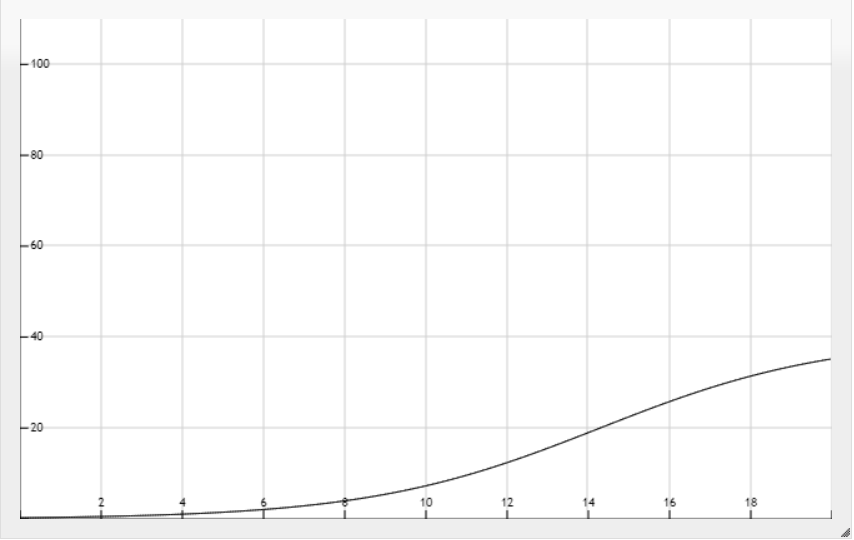
Instagram aggregation

* Aggregating the Instagram curves leads to a interesting result, grows quickly, and has a high maximum value. Also considering the third class of user, advertise our product to a broader audience, which is an advantage.

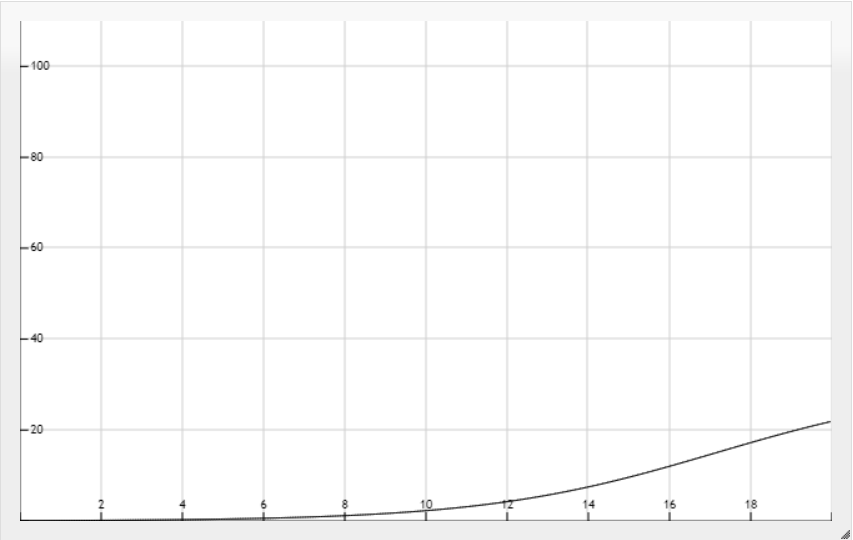
YouTube c1

* Display advertising is seen as a disturb many times, so we have assumed that on youTube, some of the user which are already interested in our product, and knows about it, will click on the ad when it is displayed. But this number will grow very slowly, and it may not be useful regarding the budget cost.

YouTube c2

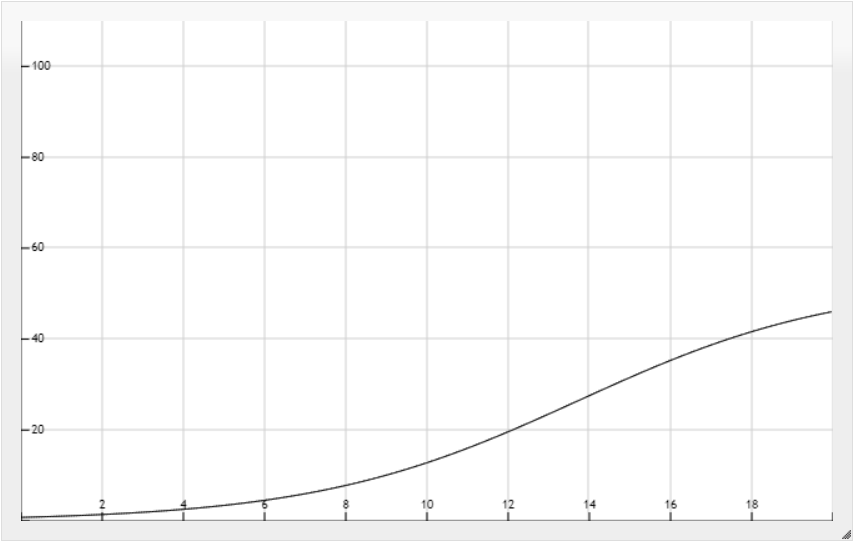


YouTube c3

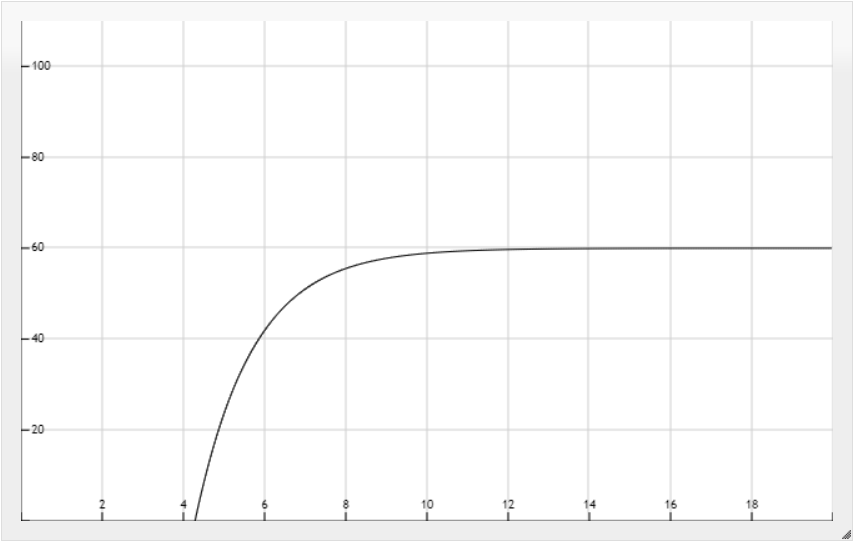


* With these two curves, we are showing that displaing ad on YouTube may not be so effective, considering these two classes of users.

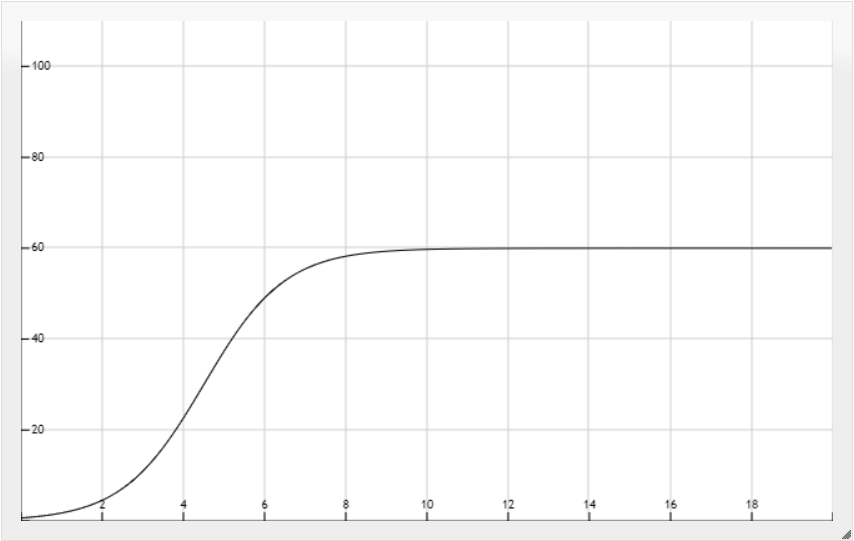
YouTube aggregation

* Using the aggregated curve lead to a poor result, we have medium low level clicks with high cost of budget.

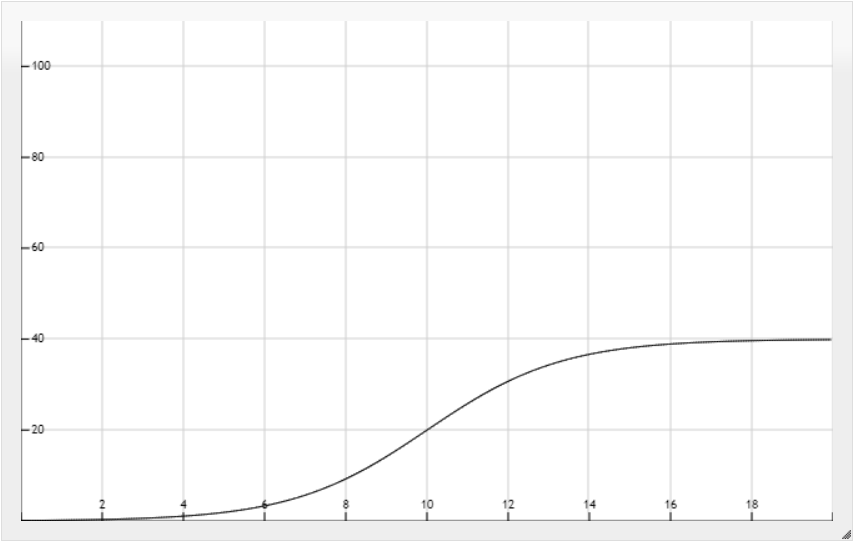
Bing c1

* Bing is used mostly because it is the default engine in windows devices. The nature of a search engine brings the curve to be more effective in advertisement, since probably the users go visiting the website to buy some product. If the auction is lost for too much low budget, the product is not displayed, so the clicks will be 0. Once the auction is won the expected number of clicks grows fast, making a sub- campaign on Bing a interesting choice.

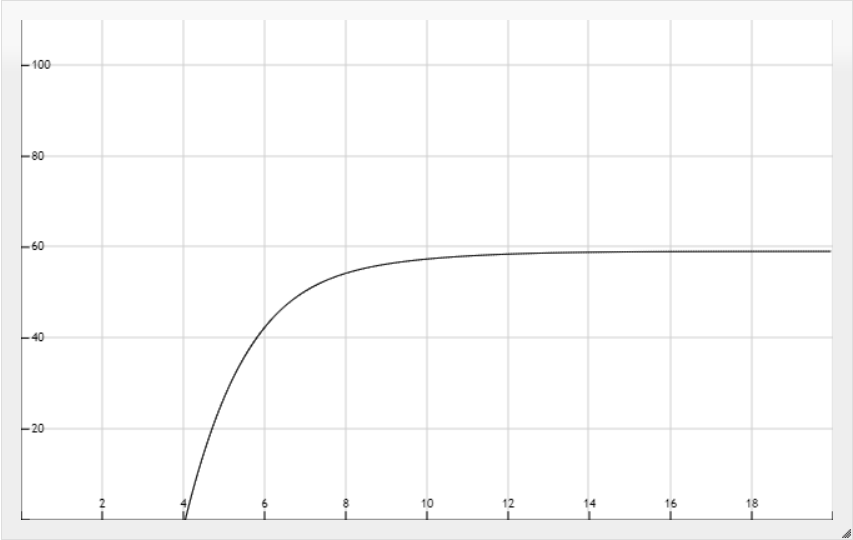
Bing c2

* For the second class we have a quick increase in the function, since more user of the second class will click on the product on this platform, and the maximum number is the same as the first one.

Bing c3

* In the third there is less interest in the product, and the curve grows slowly.

Bing aggregation

* Once aggregating the curves we have that in order to get a good number of clicks, we would need to spend budget on this sub- campaign, since the curve grows very quickly and with a considerable maximum amount of expected number of clicks.