

# Essentials of Digital Marketing (4341601) - Summer 2023 Solution

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## Question 1(a) [3 marks]

What typical skills must one possess to pursue a career in digital marketing?

### Solution

**Table 1.** Skills Required for Digital Marketing

Skill Category	Skills Required
Technical Skills	SEO/SEM, Google Analytics, Social Media Management
Creative Skills	Content Creation, Graphic Design, Video Editing
Analytical Skills	Data Analysis, Report Generation, Performance Metrics
Communication	Writing, Presentation, Customer Engagement

### Key Skills:

- **SEO Optimization:** Understanding search algorithms and keyword research
- **Analytics Tools:** Google Analytics, Facebook Insights proficiency
- **Content Marketing:** Creating engaging posts, blogs, and multimedia content
- **Social Media:** Platform-specific strategies and community management

### Mnemonic

“SCAP: Strategic, Creative, Analytical, Promotional”

## Question 1(b) [4 marks]

Differentiate: on-page and off-page optimization in SEO.

### Solution

**Table 2.** On-Page vs Off-Page SEO

Aspect	On-Page SEO	Off-Page SEO
Definition	Optimization within website	Optimization outside website
Control	Complete control	Limited control
Focus	Content, HTML, site structure	Backlinks, social signals
Examples	Meta tags, keywords, URL structure	Link building, social media mentions

### Key Differences:

- **On-Page:** Title tags, meta descriptions, internal linking, content quality
- **Off-Page:** Backlink acquisition, social media marketing, guest posting
- **Timeline:** On-page shows faster results, off-page builds long-term authority

- Cost:** On-page requires time investment, off-page may need monetary investment

#### Mnemonic

“Inside-Outside: On-page is inside your control, off-page is outside”

## Question 1(c) [7 marks]

How can a business develop a successful digital marketing plan? Explain with a suitable example.

#### Solution

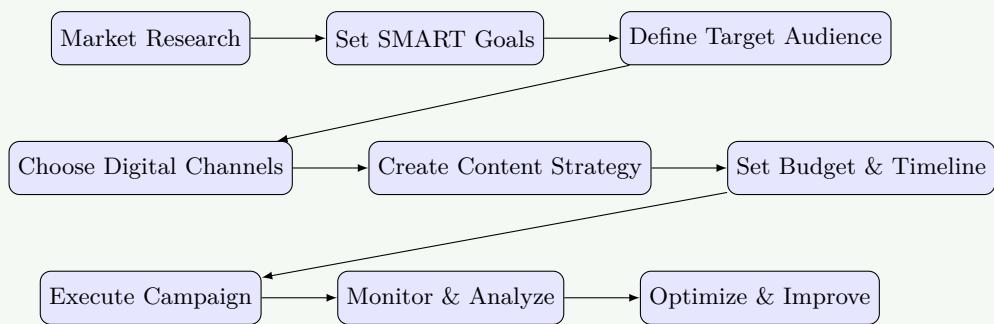


Figure 1. Digital Marketing Plan Flow

#### Steps for Digital Marketing Plan:

- Market Analysis:** Research competitors, industry trends, customer behavior
- Goal Setting:** Increase brand awareness by 30%, generate 500 qualified leads monthly
- Audience Definition:** Create buyer personas with demographics and preferences
- Channel Selection:** Choose appropriate platforms (Facebook, Google Ads, email)

#### Example - Online Clothing Store:

- Target:** Women aged 25-40 interested in sustainable fashion
- Channels:** Instagram (visual content), Google Ads (search intent), email marketing
- Content:** Styling tips, sustainability stories, customer testimonials
- Budget:** 40% social media, 35% search ads, 25% content creation

#### Mnemonic

“MAPCODE: Market research, Audience, Plan, Channels, Operations, Data, Evaluation”

## Question 1(c OR) [7 marks]

What are the primary elements of the P.O.E.M. framework for digital marketing strategy, and how can they be applied to a business?

#### Solution

Table 3. P.O.E.M. Framework Elements

Element	Description	Business Application
Paid	Advertising spend	Google Ads, Facebook Ads, YouTube ads
Owned	Brand-controlled content	Website, blog, email list, mobile app
Earned	Customer-generated content	Reviews, shares, mentions, viral content
Managed	Controlled third-party	Influencer partnerships, affiliate marketing

**Framework Benefits:**

- Integrated Approach:** Combines all marketing touchpoints for maximum impact
- Cost Optimization:** Balances paid advertising with organic content
- Audience Reach:** Expands reach through multiple channels and partnerships
- Credibility Building:** Earned media provides authentic customer validation

**Business Application Example:**

- Paid:** Google search ads for immediate visibility
- Owned:** Company blog with SEO-optimized content
- Earned:** Customer reviews and social media shares
- Managed:** Influencer collaborations and affiliate programs

**Mnemonic**

“POEM Creates Marketing Magic”

**Question 2(a) [3 marks]**

Differentiate between single-touch and multi-touch attribution models.

**Solution**

**Table 4.** Single-Touch vs Multi-Touch Attribution

Attribution Type	Single-Touch	Multi-Touch
<b>Credit Assignment</b>	One touchpoint gets 100% credit	Credit distributed across multiple touchpoints
<b>Complexity</b>	Simple to understand	More complex analysis
<b>Accuracy</b>	Less accurate for long sales cycles	More accurate customer journey representation
<b>Examples</b>	First-click, Last-click	Linear, Time-decay, Position-based

**Key Differences:**

- Single-Touch:** Credits only first or last interaction with conversion
- Multi-Touch:** Recognizes all touchpoints contributing to conversion
- Use Cases:** Single-touch for simple purchases, multi-touch for complex B2B sales

**Mnemonic**

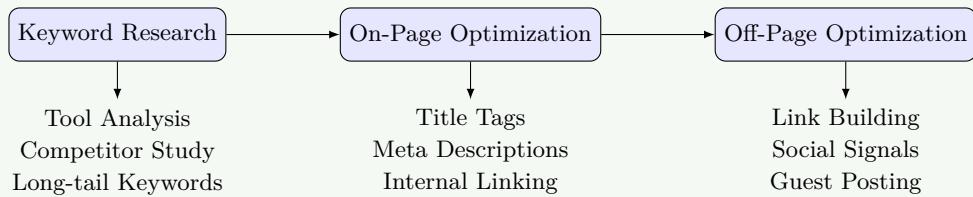
“Single Shot vs Multiple Steps”

**Question 2(b) [4 marks]**

Develop an SEO strategy for a newly launched e-commerce website, including keyword research, on-page optimization, and off-page optimization tactics.

### Solution

#### SEO Strategy Framework:



**Figure 2.** SEO Strategy Workflow

#### Implementation Steps:

- **Keyword Research:** Use Google Keyword Planner, focus on long-tail keywords with commercial intent
- **On-Page:** Optimize product pages with unique titles, descriptions, and schema markup
- **Off-Page:** Build quality backlinks through content marketing and industry partnerships
- **Technical:** Ensure fast loading speed, mobile responsiveness, and SSL certificate

### Mnemonic

“Research, Optimize, Build, Measure”

## Question 2(c) [7 marks]

Explain the factors that affect SEO and how they affect search engine rankings.

### Solution

**Table 5.** Factors Affecting SEO Rankings

Factor Category	Specific Factors	Impact on Rankings
Content Quality	Relevance, originality, depth	High - Primary ranking factor
Technical SEO	Site speed, mobile-friendly, SSL	High - User experience signals
Authority	Backlinks, domain authority	High - Trust and credibility
User Experience	Bounce rate, dwell time, CTR	Medium - Behavioral signals

#### Detailed Factors:

- **Content Relevance:** Search engines prioritize content matching user intent
- **Page Loading Speed:** Sites loading under 3 seconds rank higher
- **Mobile Optimization:** Mobile-first indexing makes responsive design crucial
- **Backlink Quality:** High-authority links improve domain credibility

#### Impact Mechanism:

- **Algorithm Updates:** Google's algorithms constantly evaluate these factors
- **User Behavior:** Positive user signals reinforce good rankings
- **Competition:** Relative performance against competitors affects positioning

### Mnemonic

“CTAU: Content, Technical, Authority, User Experience”

## Question 2(a OR) [3 marks]

What are the different methods of data collection in website analytics?

## Solution

**Table 6.** Data Collection Methods

Collection Method	Description	Use Case
Page Tagging	JavaScript tracking codes	Real-time user behavior
Web Log Files	Server-side data collection	Technical performance analysis
Packet Sniffing	Network traffic monitoring	Enterprise-level tracking
Hybrid Approach	Combination of methods	Comprehensive analytics

### Methods Overview:

- **JavaScript Tags:** Most common method using Google Analytics code
- **Server Logs:** Direct server data without client-side dependencies
- **API Integration:** Third-party data sources and CRM integration

## Mnemonic

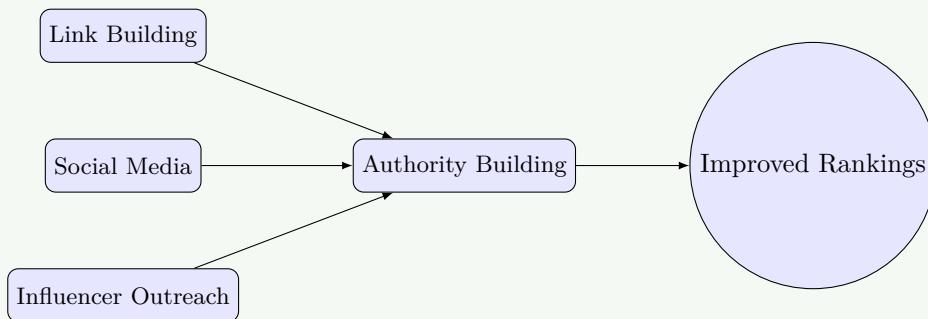
“PLPH: Page, Log, Packet, Hybrid”

## Question 2(b OR) [4 marks]

Construct an off-page optimization plan for a newly launched website, outlining strategies for building backlinks, engaging in social media marketing, and leveraging influencer outreach to improve its search engine rankings and online presence.

## Solution

### Off-Page Optimization Plan:



**Figure 3.** Off-Page Strategy Flow

### Strategy Components:

- **Link Building:** Guest posting on industry blogs, resource page listings, broken link building
- **Social Media Marketing:** Share content across platforms, engage with industry communities
- **Influencer Outreach:** Collaborate with industry experts for mentions and reviews
- **Directory Submissions:** Submit to relevant business directories and local listings

### Implementation Timeline:

1. Month 1: Set up social profiles, identify link opportunities
2. Month 2-3: Execute guest posting, influencer outreach
3. Month 4+: Monitor results, scale successful tactics

## Mnemonic

“BLEO: Build Links, Engage Socially, Influence Others”

## Question 2(c OR) [7 marks]

How can businesses utilize social media to improve their SEO rankings? Explain with a suitable example.

### Solution

#### Social Media SEO Benefits:

**Table 7.** Social Media Impact on SEO

Social Signal	SEO Impact	Implementation
<b>Content Sharing</b>	Increased visibility and backlinks	Create shareable content
<b>Brand Mentions</b>	Authority and trust signals	Active community engagement
<b>Traffic Generation</b>	User behavior signals	Drive social traffic to website
<b>Local SEO</b>	Location-based signals	Google My Business optimization

#### Example - Local Restaurant:

- **Facebook:** Share menu updates, customer photos, location tags
- **Instagram:** Post food photos with location hashtags, encourage check-ins
- **Google My Business:** Maintain updated information, respond to reviews
- **Result:** Improved local search rankings for "restaurants near me"

#### Implementation Strategy:

- **Content Optimization:** Use relevant keywords in social media posts
- **Cross-Platform Promotion:** Share website content across all social channels
- **Community Building:** Engage with followers to increase brand loyalty
- **Local Engagement:** Participate in local hashtags and community groups

### Mnemonic

"SMTL: Share, Mention, Traffic, Local"

## Question 3(a) [3 marks]

Provide the definition of conversion rate and describe its calculation.

### Solution

**Conversion Rate Definition:** The percentage of website visitors who complete a desired action (conversion) out of total visitors.

#### Calculation Formula:

$$\text{Conversion Rate} = (\text{Number of Conversions} / \text{Total Visitors}) * 100$$

#### Example Calculation:

- Total website visitors: 10,000
- Number of purchases: 250
- Conversion Rate =  $(250 / 10,000) * 100 = 2.5\%$

#### Types of Conversions:

- **Macro Conversions:** Purchases, sign-ups, downloads
- **Micro Conversions:** Email subscriptions, product views, cart additions

### Mnemonic

"CCTT: Conversions Count from Total Traffic"

## Question 3(b) [4 marks]

Imagine you are managing the Instagram account for a fashion retail store. Discuss three different Instagram Insights metrics that would be essential for monitoring the success of your content strategy.

### Solution

**Table 8.** Essential Instagram Metrics

Metric	Purpose	Success Indicator
<b>Engagement Rate</b>	Measures audience interaction	>3% is considered good
<b>Reach and Impressions</b>	Tracks content visibility	Consistent growth month-over-month
<b>Story Completion Rate</b>	Measures content effectiveness	>70% completion rate

#### Essential Metrics:

- **Engagement Rate:**  $(\text{Likes} + \text{Comments} + \text{Shares}) / \text{Total Followers} * 100$
- **Reach vs Impressions:** Reach shows unique views, impressions show total views
- **Story Analytics:** Completion rate, exits, and forward/back navigation

#### Application for Fashion Retail:

- **Engagement:** Track which outfit posts generate most interactions
- **Reach:** Monitor how many unique users see new collection announcements
- **Stories:** Analyze which behind-the-scenes content keeps viewers engaged

### Mnemonic

“ERC: Engage, Reach, Complete”

## Question 3(c) [7 marks]

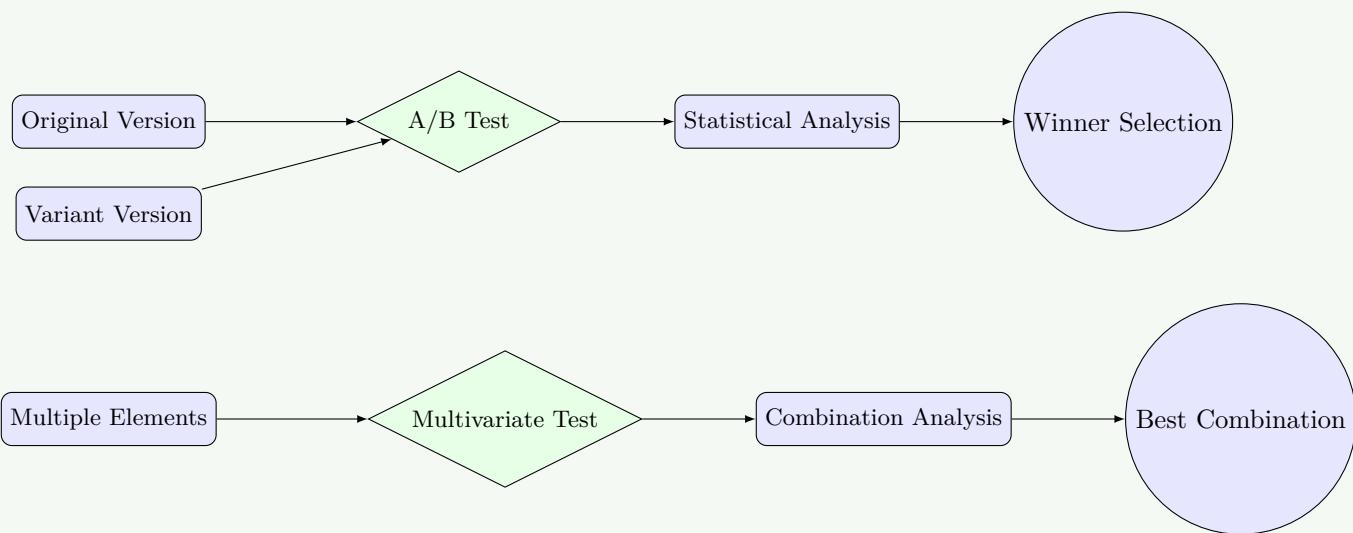
Explain A/B and multivariate testing tools and their role in optimizing website performance.

### Solution

#### Testing Types Comparison:

**Table 9.** A/B vs Multivariate Testing

Test Type	Variables	Complexity	Use Case
<b>A/B Testing</b>	2 versions, 1 variable	Simple	Email subject lines, button colors
<b>Multivariate Testing</b>	Multiple versions, multiple variables	Complex	Landing page optimization

**Figure 4.** Test Optimization Process**Tools and Implementation:**

- A/B Testing Tools:** Google Optimize, Optimizely, VWO
- Multivariate Tools:** Adobe Target, Unbounce, Convert
- Key Metrics:** Conversion rate, click-through rate, engagement time
- Statistical Significance:** Minimum 95% confidence level required

**Optimization Process:**

- Hypothesis Formation:** Identify what to test and expected outcome
- Test Design:** Create variations and determine sample size
- Implementation:** Run test for sufficient duration
- Analysis:** Evaluate results and implement winning version

**Mnemonic**

“ABCD: Analyze, Build, Compare, Decide”

**Question 3(a OR) [3 marks]**

Explain the following key metrics: pageviews, average visit duration, and bounce rate.

**Solution****Table 10.** Key Website Metrics

Metric	Definition	Good Benchmark
<b>Pageviews</b>	Total number of pages viewed	Varies by site type
<b>Average Visit Duration</b>	Time spent on site per session	2-3 minutes for most sites
<b>Bounce Rate</b>	Percentage of single-page visits	<40% is excellent, >70% needs improvement

**Detailed Explanations:**

- Pageviews:** Counts each page load, indicates content consumption depth
- Visit Duration:** Shows user engagement and content quality effectiveness
- Bounce Rate:** High bounce rate may indicate irrelevant traffic or poor user experience

**Mnemonic**

“PTB: Pages, Time, Bounce”

## Question 3(b OR) [4 marks]

Explain sponsored InMail and give an example of a scenario where it can be effectively utilized in a marketing campaign.

### Solution

#### Sponsored InMail Features:

**Table 11.** LinkedIn Sponsored InMail Features

Feature	Benefit	Implementation
<b>Direct Messaging</b>	Personal communication	Customized messages to prospects
<b>Targeting Options</b>	Precise audience selection	Job title, industry, company size
<b>Higher Open Rates</b>	50% higher than email	Professional context increases relevance
<b>Call-to-Action</b>	Direct response mechanism	Event registration, demo booking

#### Example Scenario - B2B Software Company:

- **Target:** IT Directors in companies with 500+ employees
- **Message:** Invitation to exclusive cybersecurity webinar
- **CTA:** "Register for Free Webinar"
- **Personalization:** Reference recent industry security breaches
- **Expected Result:** 15-20% response rate for qualified leads

#### Best Practices:

- **Personalization:** Use recipient's name and company information
- **Value Proposition:** Clear benefit statement in first sentence
- **Timing:** Send during business hours on weekdays

### Mnemonic

"PPP: Personal Professional Prospects"

## Question 3(c OR) [7 marks]

With a suitable example, explain how businesses can set up goals in Google Analytics.

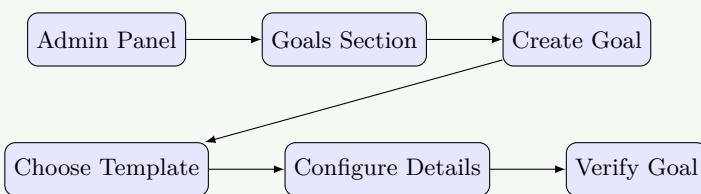
### Solution

#### Goal Types in Google Analytics:

**Table 12.** GA Goal Types

Goal Type	Description	Example
<b>Destination</b>	Specific page visit	Thank you page after purchase
<b>Duration</b>	Time spent on site	Session longer than 5 minutes
<b>Pages/Screens</b>	Number of pages viewed	More than 3 pages per session
<b>Event</b>	Specific action completion	Video play, file download

#### Setup Process Example - E-commerce Store:



**Figure 5.** Goal Setup Workflow**Implementation Steps:**

1. **Navigate:** Admin → View → Goals → New Goal
2. **Template Selection:** Choose "Purchase" for e-commerce
3. **Goal Description:** Name: "Purchase Completion", Type: Destination
4. **Goal Details:** Destination URL: "/thank-you-purchase"
5. **Value Assignment:** Set monetary value for conversion tracking
6. **Verification:** Test goal with sample data

**Business Benefits:**

- **Conversion Tracking:** Measure success of marketing campaigns
- **ROI Calculation:** Determine which channels drive profitable traffic
- **Optimization Insights:** Identify pages with high conversion potential

**Mnemonic**

"DDPE: Destination, Duration, Pages, Events"

**Question 4(a) [3 marks]**

What are the different types of Twitter ads? Explain each type briefly.

**Solution****Table 13.** Twitter Ad Types

Ad Type	Purpose	Format
<b>Promoted Tweets</b>	Increase engagement	Regular tweets with wider reach
<b>Promoted Accounts</b>	Gain followers	Account suggestions in timeline
<b>Promoted Trends</b>	Brand awareness	Trending topics section
<b>Twitter Cards</b>	Drive website traffic	Rich media attachments

**Brief Explanations:**

- **Promoted Tweets:** Regular tweets shown to targeted audience beyond followers
- **Promoted Accounts:** Suggestions to follow account based on interests and behavior
- **Promoted Trends:** Brand hashtags appearing in trending topics for 24 hours
- **Twitter Cards:** Enhanced tweets with images, videos, or website previews

**Mnemonic**

"TATC: Tweets, Accounts, Trends, Cards"

**Question 4(b) [4 marks]**

Imagine you are starting a new business in the fashion industry. Develop a social media marketing strategy outline for your business, including the choice of social media platforms, content ideas, and engagement tactics. Justify your choices based on the target audience and marketing objectives.

**Solution**

**Social Media Strategy for Fashion Business:**

**Table 14.** Fashion Social Media Strategy

Platform	Target Audience	Content Strategy	Engagement Tactics
Instagram	Women 18-35, fashion enthusiasts	Outfit posts, styling tips, behind-scenes	Stories polls, user-generated content
TikTok	Gen Z, trend followers	Fashion trends, styling videos	Challenges, collaborations
Pinterest	Women 25-45, style planners	Seasonal collections, style boards	Rich Pins, seasonal boards
Facebook	Broader audience, community building	Brand story, customer testimonials	Groups, live events

**Content Calendar Example:**

- **Monday:** Motivational outfit posts (#MondayStyle)
- **Wednesday:** Behind-the-scenes content
- **Friday:** New arrivals and trends
- **Weekend:** User-generated content features

**Justification:**

- **Visual Nature:** Fashion is highly visual, requiring image/video-focused platforms
- **Trend Sensitivity:** Young audience follows fashion trends on TikTok and Instagram
- **Purchase Planning:** Pinterest users research before buying, perfect for fashion discovery
- **Community Building:** Facebook groups for style advice and brand loyalty

**Mnemonic**

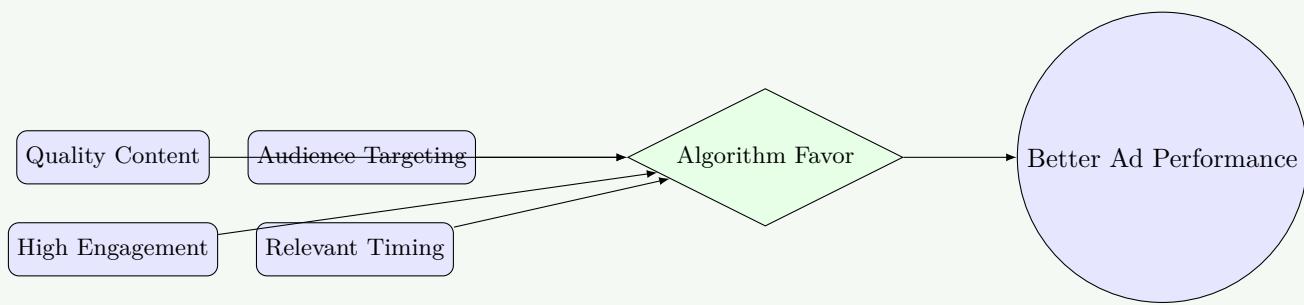
“ITPF: Instagram, TikTok, Pinterest, Facebook”

**Question 4(c) [7 marks]**

How can advertisers optimize their ad performance within the Facebook algorithm? Provide specific strategies and examples.

**Solution****Facebook Algorithm Optimization Strategies:****Table 15.** FB Algorithm Optimization

Strategy	Implementation	Example
Audience Targeting	Use detailed demographics and interests	Target "fashion enthusiasts" aged 25-40
Engagement Optimization	Create content that generates interactions	Ask questions, use polls in posts
Relevance Score	Align ad content with audience interests	Show seasonal collections to relevant users
Bidding Strategy	Choose appropriate bid type	Use automatic bidding for conversions

**Figure 6.** Algorithm Optimization Flow**Specific Optimization Tactics:**

- Creative Testing:** A/B test different ad formats (image vs video vs carousel)
- Audience Lookalike:** Create lookalike audiences from existing customers
- Retargeting:** Target website visitors with relevant product ads
- Time Optimization:** Post when target audience is most active

**Performance Monitoring:**

- Key Metrics:** CTR, CPM, CPC, conversion rate
- Frequency Capping:** Prevent ad fatigue by limiting impressions per user
- Campaign Optimization:** Adjust targeting based on performance data

**Example Implementation:**

- Fashion Brand:** Use dynamic product ads to retarget cart abandoners
- Result:** 30% increase in ROAS through personalized product recommendations

**Mnemonic**

“TEOM: Target, Engage, Optimize, Monitor”

**Question 4(a OR) [3 marks]**

Explain different types of YouTube ads.

**Solution****Table 16.** YouTube Ad Types

Ad Type	Format	Skippable	Placement
<b>TrueView In-Stream</b>	Video ads	Yes (after 5 seconds)	Before/during videos
<b>TrueView Discovery</b>	Thumbnail + text	N/A	Search results, related videos
<b>Bumper Ads</b>	6-second videos	No	Before videos
<b>Non-Skipable</b>	15-20 second videos	No	Before/during videos

**Additional Types:**

- Overlay Ads:** Banner ads appearing over videos
- Sponsored Cards:** Product information cards during videos
- Masthead Ads:** Premium placement on YouTube homepage

**Mnemonic**

“TBNO: True, Bumper, Non-Skip, Overlay”

## Question 4(b OR) [4 marks]

Suppose you are planning to launch a new product and want to leverage YouTube ads. Which type of YouTube ad format would you choose and why?

### Solution

**Recommended Ad Format:** TrueView In-Stream

**Justification:**

**Table 17.** Benefits of TrueView In-Stream

Factor	Advantage	Benefit
<b>Cost Efficiency</b>	Pay only for views >30 seconds	Budget optimization
<b>Engagement</b>	Viewer choice to continue watching	Higher intent audience
<b>Reach</b>	Massive YouTube audience	Brand awareness
<b>Targeting</b>	Precise audience selection	Relevant exposure

**Implementation Strategy:**

- **Video Length:** 2-3 minutes showcasing product benefits
- **Hook:** Compelling first 5 seconds to prevent skipping
- **CTA:** Clear call-to-action for product website visit
- **Targeting:** Interest-based and demographic targeting

**Example - New Smartphone Launch:**

- **Creative:** 2-minute video highlighting unique features
- **Targeting:** Tech enthusiasts, smartphone shoppers
- **Budget:** Start with \$5,000 for initial testing
- **Metrics:** Focus on view rate, click-through rate, conversions

**Alternative Consideration:** Bumper ads for brand awareness due to guaranteed completion.

### Mnemonic

“CTTV: Choose TrueView for True Value”

## Question 4(c OR) [7 marks]

Explain the concept of Dynamic Ads and give an example of how they can be personalized to engage with the LinkedIn audience.

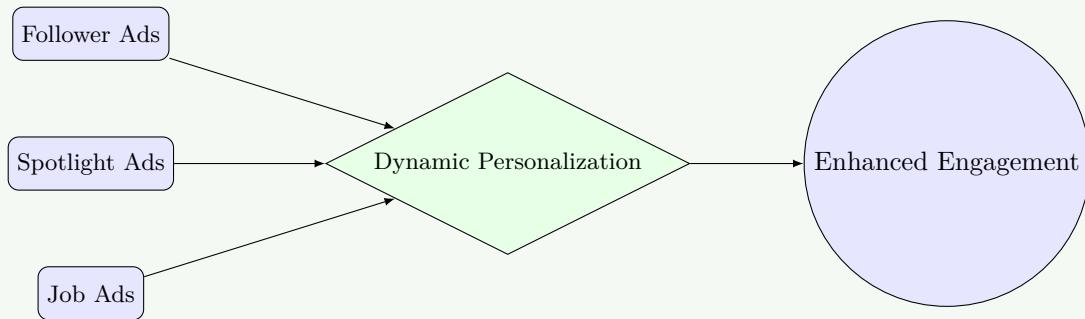
### Solution

**Dynamic Ads Concept:**

**Table 18.** Dynamic Ads Features

Feature	Description	Benefit
<b>Personalization</b>	Uses member profile data	Higher relevance
<b>Automation</b>	Automatically customizes content	Scale and efficiency
<b>Targeting</b>	Precise professional targeting	Better ROI
<b>Formats</b>	Multiple ad formats available	Versatile messaging

**Types of LinkedIn Dynamic Ads:**

**Figure 7.** Dynamic Ads Flow**Personalization Example - HR Software Company:**

- **Target:** HR Managers at companies with 100+ employees
- **Personalization Elements:**
  - Member name: "Hi [FirstName]"
  - Company name: "Streamline HR at [CompanyName]"
  - Job title: "Perfect for [JobTitle] like you"
  - Profile image: Use member's LinkedIn photo

**Ad Copy Example:** "Hi Sarah, Streamline HR processes at TechCorp with our automated solution. Perfect for HR Directors like you who want to reduce manual tasks by 50%."

**Implementation Best Practices:**

- **A/B Testing:** Test different personalization elements
- **Relevance:** Ensure messaging aligns with member's role and industry
- **Value Proposition:** Clear benefit statement for specific job function
- **Landing Page:** Customize landing page to match ad personalization

**Mnemonic**

"PPPP: Personal Professional Precise Powerful"

**Question 5(a) [3 marks]**

Explain the metrics and data available in Facebook Insights.

**Solution****Table 19.** Facebook Insights Metrics

Metric Category	Specific Metrics	Purpose
Page Performance	Likes, follows, reach, impressions	Growth tracking
Audience Demographics	Age, gender, location, language	Audience understanding
Post Performance	Engagement rate, shares, comments	Content optimization
Video Metrics	View duration, completion rate	Video content analysis

**Key Insights Available:**

- **Page Insights:** Overall page performance and growth trends
- **Post Insights:** Individual post engagement and reach data
- **Audience Insights:** Detailed demographics and behavior patterns
- **Video Insights:** Comprehensive video performance analytics

**Mnemonic**

"PDPV: Performance, Demographics, Posts, Videos"

## Question 5(b) [4 marks]

What are drip campaigns, and how can they be beneficial in email marketing?

### Solution

**Drip Campaign Definition:** Automated email sequences sent based on specific triggers or time intervals to nurture leads and guide them through the customer journey.

**Table 20.** Drip Campaign Types

Campaign Type	Trigger	Purpose	Example
Welcome Series	New subscription	Onboarding	5-email introduction sequence
Abandoned Cart	Cart abandonment	Recovery	Reminder + discount offer
Re-engagement	Inactivity	Retention	"We miss you" campaigns
Educational	Interest indication	Nurturing	Weekly tips and tutorials

**Benefits in Email Marketing:**

- **Automation:** Saves time and ensures consistent communication
- **Personalization:** Tailored content based on user behavior
- **Lead Nurturing:** Gradually builds trust and relationship
- **Higher Conversion:** Strategic timing improves conversion rates

**Implementation Example:**

1. Day 1: Welcome email with brand introduction
2. Day 3: Product showcase with customer testimonials
3. Day 7: Educational content and tips
4. Day 14: Special offer for first purchase

### Mnemonic

“DDPP: Drip Delivers Persistent Personalization”

## Question 5(c) [7 marks]

Explain different types of ad extensions available in Google Ads with an example of each.

### Solution

**Google Ads Extensions Types:**

**Table 21.** Google Ads Extensions

Extension Type	Purpose	Example
Sitelink Extensions	Additional page links	"Shop Now", "Contact Us", "About Us"
Call Extensions	Phone number display	"(555) 123-4567" click-to-call
Location Extensions	Business address	"123 Main St, City, State"
Callout Extensions	Additional text highlights	"Free Shipping", "24/7 Support"

**Advanced Extensions:**

**Table 22.** Advanced Extensions

Extension	Function	Implementation Example
<b>Structured Snippets</b>	Categorized information	Services: Web Design, SEO, PPC
<b>Price Extensions</b>	Service/product pricing	"Basic Plan: \$29/month"
<b>App Extensions</b>	Mobile app downloads	"Download our iOS app"
<b>Promotion Extensions</b>	Special offers	"20% Off First Order"

**Figure 8.** Ad Extensions Hierarchy**Implementation Benefits:**

- **Increased CTR:** Extensions make ads more prominent and informative
- **Better Quality Score:** Google rewards ads with relevant extensions
- **Enhanced User Experience:** Provides multiple pathways for user engagement
- **Cost Efficiency:** No additional cost, only pay for main ad clicks

**Best Practices:**

- **Relevance:** Ensure extensions match ad content and landing page
- **Mobile Optimization:** Use call extensions for mobile campaigns
- **Regular Updates:** Keep promotional extensions current with active offers

**Mnemonic**

"SCLCSPAP: Site, Call, Location, Callout, Structure, Price, App, Promotion"

**Question 5(a OR) [3 marks]**

Describe the factors that influence ad delivery and reach on Facebook.

**Solution****Table 23.** Factors Influencing FB Ad Delivery

Factor Category	Specific Factors	Impact
<b>Ad Quality</b>	Relevance score, user feedback	High - Algorithm priority
<b>Audience</b>	Size, engagement rate, competition	Medium - Reach potential
<b>Budget</b>	Daily/lifetime budget, bidding	High - Delivery frequency
<b>Timing</b>	Posting schedule, audience activity	Medium - Engagement optimization

**Algorithm Considerations:**

- **Relevance Score:** Higher scores get better delivery and lower costs
- **User Feedback:** Negative feedback reduces ad delivery
- **Competition:** Higher competition increases costs and reduces reach
- **Ad Frequency:** Optimal frequency prevents ad fatigue

**Mnemonic**

“QABT: Quality, Audience, Budget, Timing”

**Question 5(b OR) [4 marks]**

Give the difference between PPC and SEO.

**Solution**

**Table 24.** PPC vs SEO

Aspect	PPC (Pay-Per-Click)	SEO (Search Engine Optimization)
<b>Cost</b>	Immediate payment per click	Long-term investment, no direct cost per click
<b>Time to Results</b>	Immediate visibility	3-6 months for significant results
<b>Sustainability</b>	Stops when budget ends	Continues without ongoing payment
<b>Control</b>	Complete control over targeting	Limited control over rankings

**Detailed Comparison:**

- **PPC Advantages:** Instant results, precise targeting, measurable ROI
- **SEO Advantages:** Cost-effective long-term, builds credibility, sustainable traffic
- **PPC Disadvantages:** Ongoing costs, competition drives up prices
- **SEO Disadvantages:** Time-intensive, algorithm dependency, no guaranteed results

**Strategic Application:**

- **PPC:** Use for immediate results, product launches, seasonal campaigns
- **SEO:** Build for long-term organic traffic, brand authority, cost efficiency
- **Combined Approach:** Use both for comprehensive search marketing strategy

**Mnemonic**

“PPPP: Pay for Position vs. Patience for Position”

**Question 5(c OR) [7 marks]**

Explain the different types of Google Ads Campaigns and their purposes.

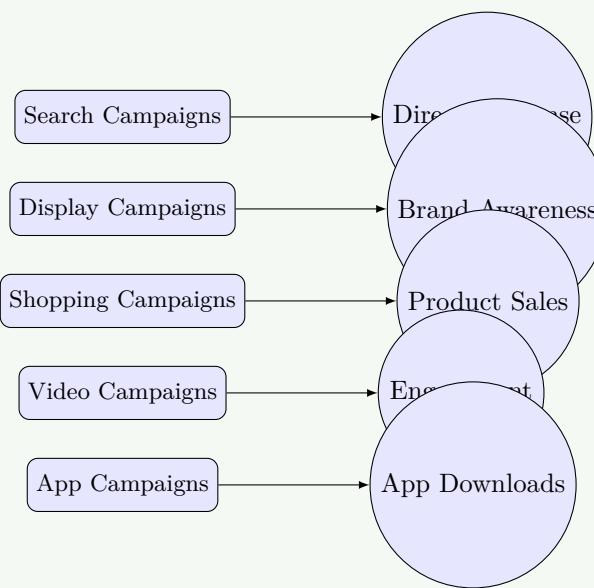
**Solution**

**Google Ads Campaign Types:**

**Table 25.** Campaign Types

Campaign Type	Primary Purpose	Ad Formats	Best For
<b>Search</b>	Capture search intent	Text ads	High-intent keywords
<b>Display</b>	Brand awareness	Image/video banners	Visual brand promotion
<b>Shopping</b>	Product promotion	Product listings	E-commerce sales
<b>Video</b>	Engagement	YouTube ads	Brand storytelling
<b>App</b>	App promotion	App install ads	Mobile app downloads

**Detailed Campaign Purposes:**

**Figure 9.** Campaign Purpose Mapping**Advanced Campaign Types:**

- **Smart Campaigns:** Automated targeting and bidding for small businesses
- **Local Campaigns:** Drive visits to physical store locations
- **Discovery Campaigns:** Reach users across Google's feed-based properties
- **Performance Max:** AI-driven campaigns across all Google properties

**Campaign Selection Strategy:**

- **Search:** Target users actively searching for your products/services
- **Display:** Build awareness among broader audience with visual content
- **Shopping:** Showcase products with images, prices, and reviews
- **Video:** Tell brand story and demonstrate products in action
- **App:** Drive mobile app installations and engagement

**Budget Allocation Example:**

- **E-commerce Business:** 40% Search, 25% Shopping, 20% Display, 15% Video
- **Service Business:** 50% Search, 30% Display, 20% Local campaigns

**Performance Optimization:**

- **Search:** Focus on keyword relevance and landing page quality
- **Display:** Optimize creative elements and audience targeting
- **Shopping:** Ensure product feed accuracy and competitive pricing
- **Video:** Create engaging content with clear call-to-actions

**Mnemonic**

“SDSVA: Search, Display, Shopping, Video, App”