# **Digital Marketing Analytics**

Making Sense of Consumer Data in a Digital World

**Second Edition** 

CHUCK HEMANN KEN BURBARY

### CONTENTS AT A GLANCE

	Foreword	XIV
1	Understanding the Synergetic Digital Ecosystem	. 1
2	Understanding Digital Analytics Concepts	17
3	Choosing Your Analytics Tools	43
4	Digital Analysis: Brand	59
5	Digital Analysis: Audience	75
6	Digital Analysis: Ecosystem	93
7	Return on Investment	99
8	Understanding Digital Influence	115
9	How to Use Digital Analytics to Inform	
	Marketing Programs	131
10	Improving Customer Service	145
11	Using Digital Analytics to Anticipate a Crisis	157
12	Launching a New Product	. 173
13	Building Your Research Plan	189
14	Building Reports that Will Actually Be Useful	207
15	The Future of Digital Data	223
	Index	243

## COMPENTS

	Foreword	XIV
1	Understanding the Synergetic Digital Ecosys	tem 1
	The Evolution of the Digital Ecosystem	2
	Data Growth Trends	3
	Digital Media Types	4
	Paid Media	6
	Owned Media	
	Competitive Intelligence	10
	Clickstream (Web Analytics)	11
	Conversion Analytics	12
	Custom Segmentation	13
	Visual Overlays	. 13
	Social Media Reporting	13
	User Experience Feedback	15
	Real-Time Site Analytics	. 15
	References	16
2	Understanding Digital Analytics Concepts	17
	Starting at the Top	. 18
	Applying a Measurement Framework	19
	Determining Your Owned and Earned	
	Social Metrics	20
	Owned Social Metrics	21
	Earned Social Media Metrics	30
	Demystifying Web Data	32
	Digital Advertising Concepts	34
	Searching for the Right Metrics	35
	Paid Search	36
	Organic Searches	37
	Aligning Digital and Traditional	
	Analytics	38
	Primary Research	39

#### VIII Contents

	Traditional Media Monitoring	40
	Traditional CRM Data	40
	Bringing It All Together	41
	The Reporting Timeline	41
	The Reporting Template	41
	Different Strokes for Different Folks	42
3	Choosing Your Analytics Tools	43
	<b>Evaluating New Marketing Technologies</b>	44
	Organizing Your Marketing Technology Stack	47
	Cisco's Marketing Technology Stack	48
	Intel's Marketing Technology Stack	49
	Identifying Critical Marketing Technology Solutions	51
	Who Decides Which Tool to Buy?	54
	Achieving Adoption of Marketing Technology Solutions	54
	Conclusion	57
	References	57
4	Digital Analysis: Brand	59
4	Digital Analysis: Brand  Benefits of Digital Brand Analysis	<b>59</b>
4		-
4	Benefits of Digital Brand Analysis	60
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age	60 61
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share	60 61 62
4	Benefits of Digital Brand Analysis  Brand Analysis in the Digital Age  Brand Share  Share of Voice	60 61 62 63
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search	60 61 62 63 64
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search Share of Audience	60 61 62 63 64 66
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search Share of Audience Brand Audience	60 61 62 63 64 66 68
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search Share of Audience Brand Audience Total Audience Reach	60 61 62 63 64 66 68 69
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search Share of Audience Brand Audience Total Audience Attention	60 61 62 63 64 66 68 69 70
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search Share of Audience Brand Audience Total Audience Attention Total Audience Engagement	60 61 62 63 64 66 68 69 70 71
4	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search Share of Audience Brand Audience Total Audience Reach Total Audience Attention Total Audience Engagement Brand and Consumer Alignment	60 61 62 63 64 66 68 69 70 71
	Benefits of Digital Brand Analysis Brand Analysis in the Digital Age Brand Share Share of Voice Share of Search Share of Audience Brand Audience Total Audience Reach Total Audience Attention Total Audience Engagement Brand and Consumer Alignment The Future of Digital Brand Analysis	60 61 62 63 64 66 68 69 70 71 71

		Contents
	Digital Strategy Development	80
	Content Strategy Development	81
	Engagement Strategy	81
	Search Engine Optimization	82
	Content Optimization	82
	User Experience Design	82
	Audience Segmentation	83
	Audience Analysis Tool Types	83
	Additional Audience Analysis Techniques	89
	Conversation Typing	90
	Event Triggers	92
6	Digital Analysis: Ecosystem	93
	Ecosystem Analysis	. 94
	Ecosystem Analysis Outputs	97
	Digital Ecosystem Maps	98
7	Return on Investment	99
	Defining ROI	100
	Return on Engagement (ROE)	101
	Return on Influence	102
	Return on Experience	104
	Properly Tracking ROI	105
	Understanding the Top-Down Revenue	
	Measurement Approaches	106
	Utilizing Bottom-Up Measurement Models	108
	Three-Tiered Approach to Measuring Digital Marketing Effectiveness	112
8	Understanding Digital Influence	115
	Understanding the Reality of Digital Influence	. 117
	The "Tipping Point" Phenomenon	117
	The Community Rules Phenomenon	118
	Developing a Modern-Day Media List	119
	Using the Tools of the Trade	121
	Klout	122

ΙX

#### x Contents

	Other Important Influencer Analysis Tools	124
	Developing Your Own Influence Approach	126
	Online Versus Offline Influence	127
	Using the Influencer List	128
9	How to Use Digital Analytics to Inform Marketing Programs	131
	Understanding the Social Media Landscape Analysis	133
	Search and Owned Analysis	139
	Conducting Media Analysis	141
10	Improving Customer Service	145
	Customer Expectations	146
	The Social Customer Service Conflict	148
	Understanding the Customer	151
	Understanding Customer Intent	152
	Personalizing the Customer Experience	152
	Social Customer Service Models	153
	The Ad Hoc Stage of Customer Service	153
	The Limited Stage of Customer Service	153
	The Formal Stage of Customer Service	153
	Delta Air Lines	154
	References	156
11	Using Digital Analytics to Anticipate a Crisis	157
	Developing a Modern-Day Issues Management Plan	158
	Identifying Known Issues	160
	Listing the Known Issues	160
	Knowing the Share of Conversation Online	161
	Profiling Pro and Con Influencers	163
	Briefing and Getting to Know the Influencers	163
	Placing the Right Content	163
	Knowing the Positive and Negative Words	164
	Tagging the Right Words	165
	Crisis Day Monitoring and Ongoing Reporting	166

	Dealing with the Issue Hitting	166
	Developing Your Content Plan	167
	Developing Your Reporting Plan and	
	Reporting Cadence	168
	Reporting Frequency and Contents During a Crisis	169
	Reporting Frequency and Contents After a Crisis	169
	Correcting the History After a Crisis Is Over	171
	Evaluating Your Preliminary Research	. 171
	Identifying Key Third Parties and a Content Syndication Plan	172
12	Launching a New Product	173
	General Overview of the Product Lifecycle	174
	The Product Lifecycle Introduction Phase	176
	What Is the Consumer Reaction to Product X?	178
	What Are the Consumer Concerns	
	About Product X?	179
	What Are the Consumer's Unmet	_
	or Unstated Needs?	179
	The Product Lifecycle Growth Phase	180
	What Are the Communities, Sites, and Social Platforms in Which Product X Is Being	
	Discussed, Shared, and Evaluated?	181
	Who Are the Influencers in the Product X	
	Conversation?	182
	What Is the Consumer Reaction to Retail	
	or Promotions for Product X?	183
	The Product Lifecycle Maturity Phase	184
	What Consumer Trends and Preferences  Have Emerged Around Product X Use?	186
	What Related Products Do Consumers	
	Show Interest In?	186
	Conclusion	186
13	Building Your Research Plan	189
	Developing Your Source List	190
	Identifying Data Sources	191
	Picking the Channels for Analysis	193

#### XII Contents

	Identifying Search and Source Languages	195
	Nailing Down the Research Methods	196
	Developing a Hypothesis	197
	Time Frame for Analysis	199
	Identifying the Project Team	200
	Determining the Depth of Analysis	201
	Building the Coding Framework	202
	Taking a Sentiment Approach	203
	Filtering Spam and Bots	204
	References	205
14	Building Reports that Will Actually Be Useful	207
	Constructing Reports	208
	Building a Report from Back to Front	209
	Formatting Reports	213
	Understanding Your Report Time Frame	214
	Delivering a Report	215
	Understanding Report Use Cases	216
	The Executive-Level Use Case	217
	The Management-Level Use Case	218
	The Analyst-Level Use Case	219
	<b>Building a Central Repository of Information</b>	220
	Command Centers	221
	Web-Based Applications	222
15	The Future of Digital Data	223
	Watching How the Digital Analytics Disciplines Evolve	225
	Looking Back at How Social Media Listening Has Evolved	226
	Diving into Search Analytics	228
	Looking into the Audience Analysis Crystal Ball	228
	Forecasting the Content Analysis of the Future	229
	Understanding the Influencer Analysis Landscape	230
	Understanding Where Digital Analytics Goes from Here	231

	Contents	<b>7</b> 111
Bridging the Analytics Talent Gap	232	
Housing Your Customer Data	234	
Continuing Consolidation of Data Sources Just as New Sources of Data Emerge	235	
Dealing with Growing Concerns About Consumer Privacy	236	
Making Social Data Become More Available to Brands	237	
Continuing Struggle by Companies to Get Clean and Accurate Data	237	
Continuing Measurement Challenges for Chief Marketing Officers (CMOs)	238	
Scratching the Surface of Machine Learning and Artificial Intelligence	238	
References	241	
Index	243	
Index	243	