## Ad Testing: Research & Findings

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## Enquiro

- Search Marketing
  - SEO
  - PPC
- Research
  - Eye-tracking
  - Usability
  - A/B and Multivariate testing
- Training

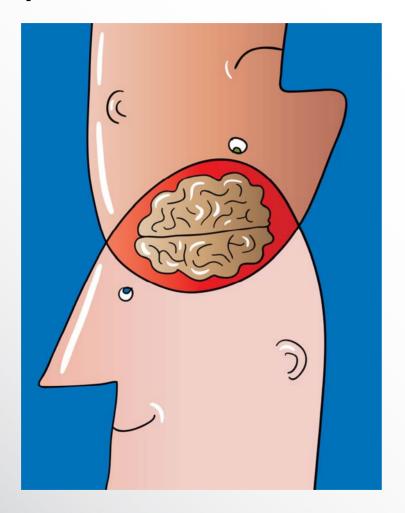
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Search Is:

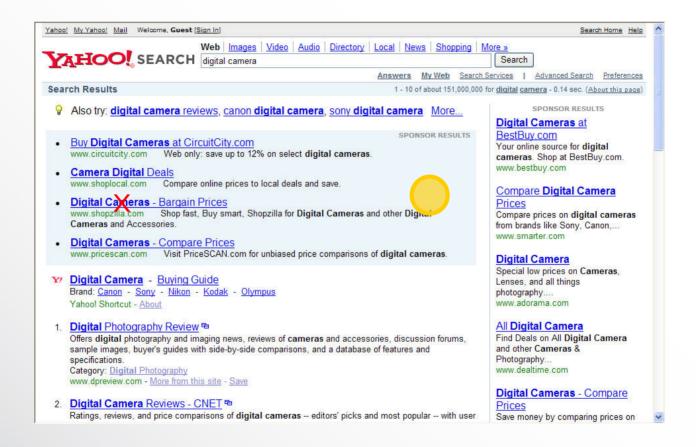
The Connection between Intent and Content

## The Importance of Research

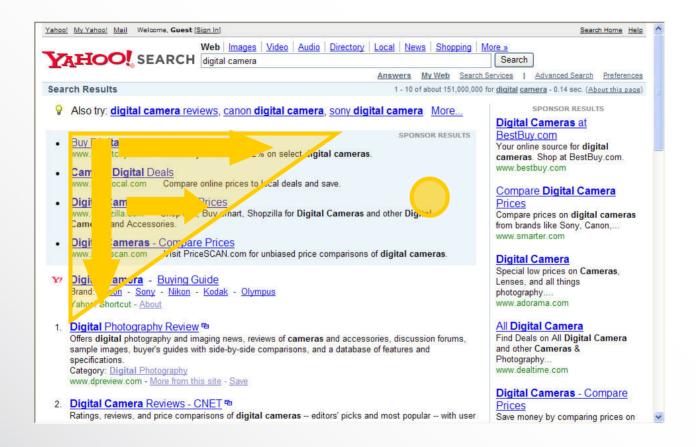


- Intent is Key
- Get inside your Customer's Mind
- Can't do it based on query
- Research
- Personas

#### How We Scan a Results Page



#### How We Scan a Results Page



## How Intent impacts Searching

- Forgot to buy a birthday present for your Brother in Law
- Knows he likes John Irving
- Lives out of town
- Prefer to spend \$20 to \$25 maximum

# understanding



## How Intent impacts Searching

- Someone recommended the latest John Irving novel, "Until I Find You"
- Have read two of his previous novels, one (Ciderhouse Rules) you liked, one (A Widow for One Year) you weren't crazy about



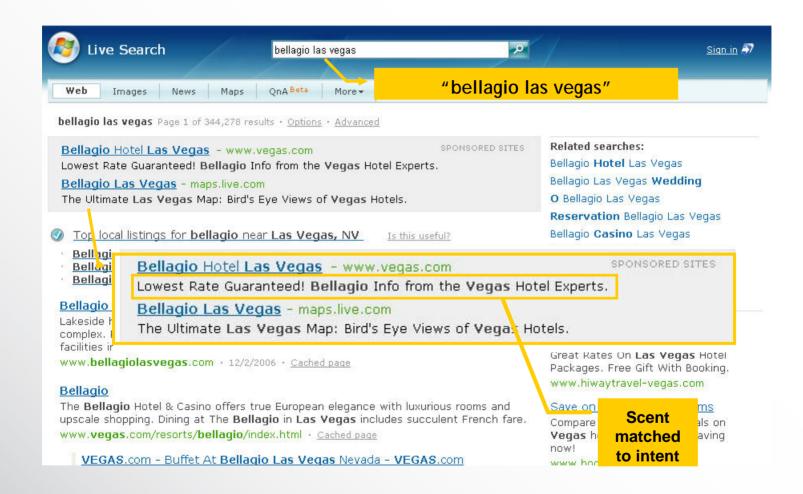


## How Intent impacts Searching

- You've decided to stay at the Bellagio on an upcoming Las Vegas weekend
- You're looking for the cheapest online booking rate
- You're ready to book immediately



#### Intent and Searching

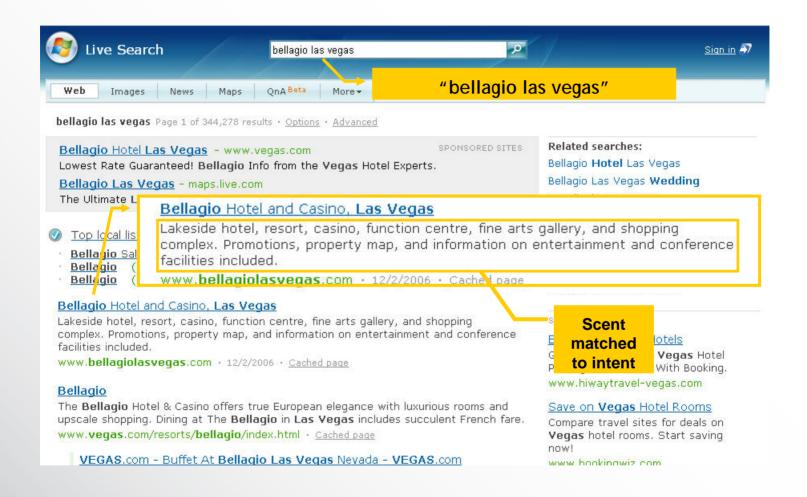


## How Intent impacts Searching

- Friends returned from Las Vegas and stayed the Bellagio
- Planning an upcoming trip yourself
- Is the Bellagio the hotel for you?



#### Intent and Searching



## Intent should impact Scanning Behavior

- For Research type queries, we would tend to "thin slice" sponsored content out of the way
- For purchase type queries, we would tend to focus more on sponsored content
- This should mean an increased tendency to skip over top sponsored content in some instances, spend more time on it in others.

#### Intent and Searching

#### 80 Searchers on a Tobii Eye Tracking Station

#### Research Scenario:

Told that friends just came back from Vegas and raved about the Bellagio. Using their favorite search engine as a starting point, find out if the Bellagio is a place they would want to stay at on their upcoming trip to Las Vegas.

#### **Purchase Scenario:**

Told that they are to make reservations at the Bellagio for a trip to Las Vegas. Using their favorite search engine as a starting point, make reservations at the Bellagio.





**Totals** 





#### Research





#### Research







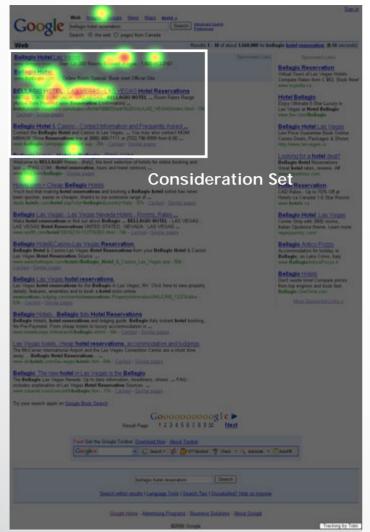
#### Research





#### Research





#### Research





#### Research





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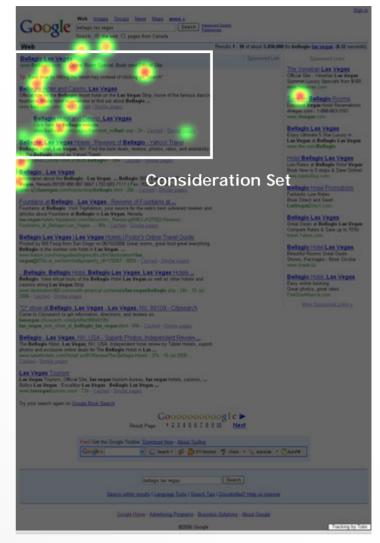


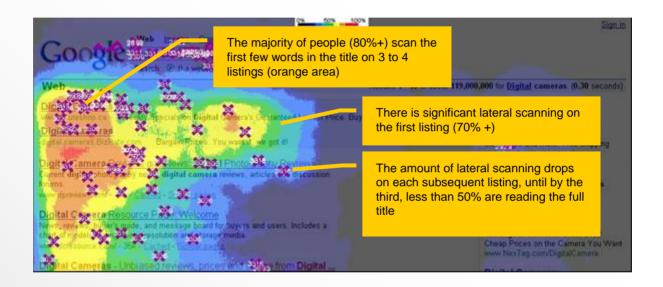
#### Research





#### Research

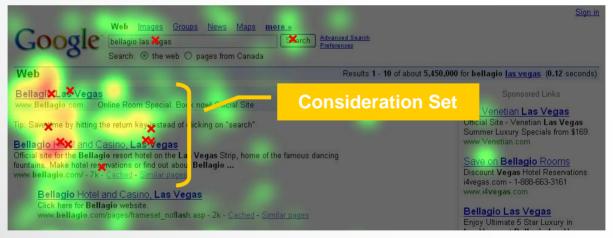




#### **Purchase**



#### Research



#### Researcher vs Purchase Interactions

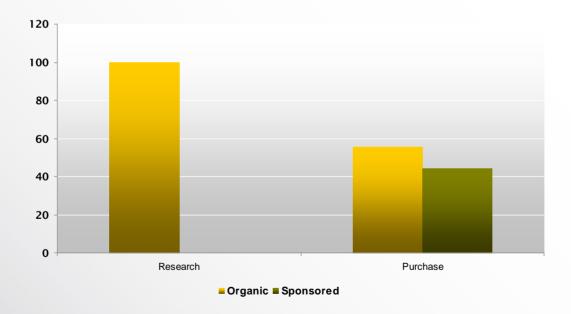
- Purchasers spent 3X times longer on the results page, 23 seconds on the average vs 7.3 seconds for the researchers
- Researchers actually spent a greater percentage of time in the sponsored listings than purchasers – 30.5% of the total duration vs 20.7% for purchasers



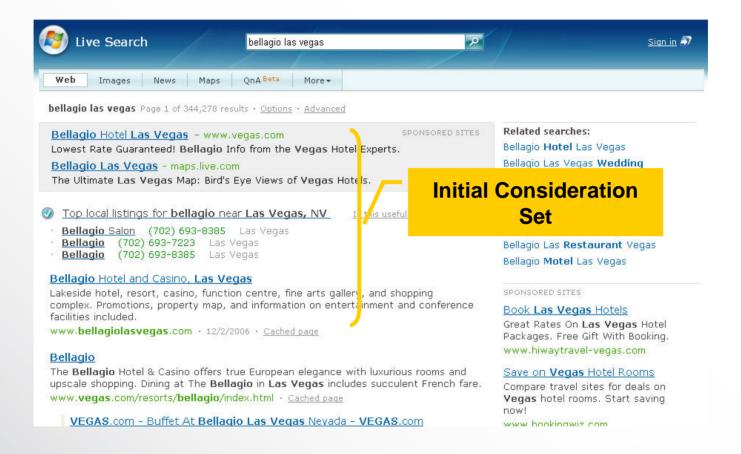
#### Click Throughs (when bellagio.com appeared both in top sponsored and top organic)

In research queries, 100% of the click throughs happened in the organic listing. In purchase queries, 44.4% of the click throughs happened in the sponsored listings

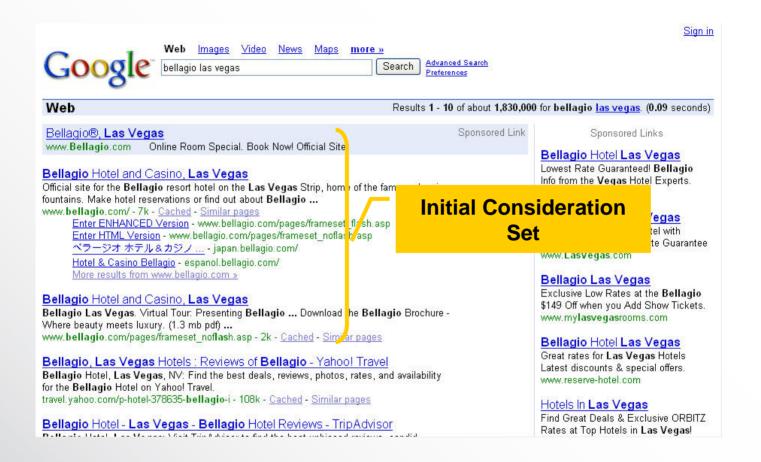
#### **Click Throughs by Group**



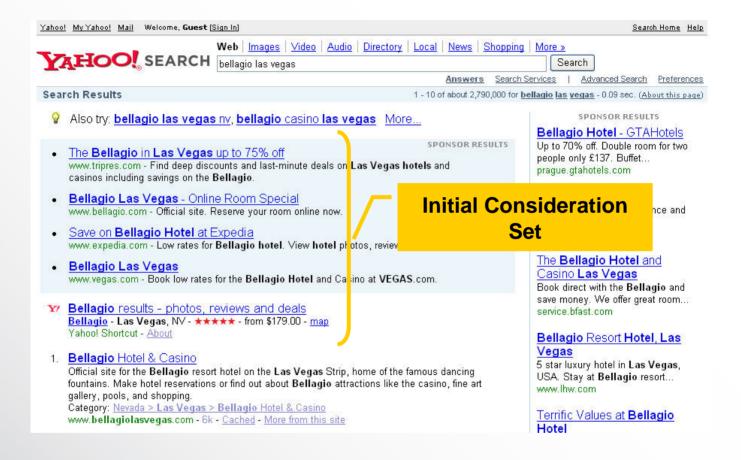
#### Where We Research



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## An experiment with personalized results

- Organic listings 3, 4 and 5 personalized
- Study of 16 individuals
- Tracked
   History from a previous
   session
- Provided listings based both on past clickstream and assumed place in buying funnel





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#### **Semantic Mapping in Search**





#### 2 Megapixel Camera

www.tigerdirect.com Great Deals on All Digital Cameras & Much More - Shop TigerDirect Now

#### Product search results for 2 megapixel digital camera



Canon A200 / 2 Megapixel / Digital Camera & i320 Photo Printer ... - \$119.97 - TigerDirect.com
Fuji FinePix S3000 3 2 Megapixel Digital Camera with 6x Optical - \$235.99 - Merchant America Store
CASIO 2 Megapixel Digital Camera with 4x Digital Zoom, Voice ... - \$317.19 - Wholesaler-Depot

#### 2 Megapixel Digital Cameras - Unbiased reviews, prices and advice ...

2 Megapixel Digital Cameras: Reviews, advice and prices from hundreds of online stores - Editors' Summary: Don't be fooled into thinking bigger is always better ... www.digitalcamera-hq.com/ 2-megapixel-digital-cameras-ratings.html - 25k - Feb 1, 2005 - Cached - Similar pages

#### Digital Cameras - Unbiased reviews, prices and advice from Digital ...

... DSC-P150, Pocket-Sized Performer. Sony CyberShot DSC-P150 The groundbreaking Sony CyberShot DSC-P150 is the world's smallest 7.2 megapixel digital camera. More. ... www.digitalcamera-hq.com/ - 28k - Cached - Similar pages

[ More results from www.digitalcamera-hq.com ]



## **Eye Tracking Reveals Consumer Insights**





- Observation: Brand fixations occurred in the URL and title of the listing; not in the description
- Best Practice: Place your brand in the title, URL, and as close to the start of the description as possible in your sponsored and organic listings

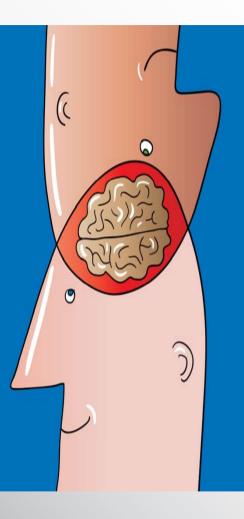




- Observation: Subjects with established affinity for the brand spent 25% less time on the Top Sponsored listing, jumping down to the organic listings 73% faster than the non-affinity group
- Best Practice: Sponsored listings appear to have a greater opportunity to lift brand affinity among new customers; write and target them as such – especially for upper funnel queries



## Summary



- Understand Intent
- Get inside your customers mind
- Understand the Importance of the Area of Greatest
   Promise and the Consideration Set
- Determine whether you're targeting a researcher or a purchaser
- Test Personalized ad copy
- Don't base understanding on just queries
- Test branding messaging
- Personas



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