

COMMUNICATIONS

SES NYC Social Search: The Next Step

March, 2008

Vast Digital Landscape. One Guide.

What is Social Search?

Regular Search Engines

• Algorithmically ordered results

Social Search Engines

- Human Involvement
 - Algorithmically ordered results + Humans
 - Just Humans



The Wisdom of the Masses





Types of Social Search

Listing Search

Q&A / Opinion Search

People / Profile Search

Social Aggregators

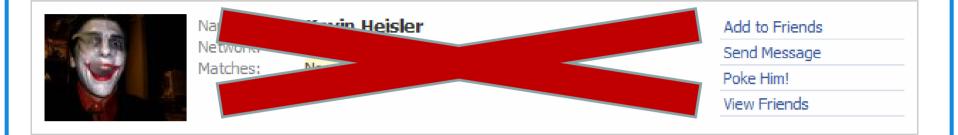
Social Media Site Search Engines







Common Search Topic







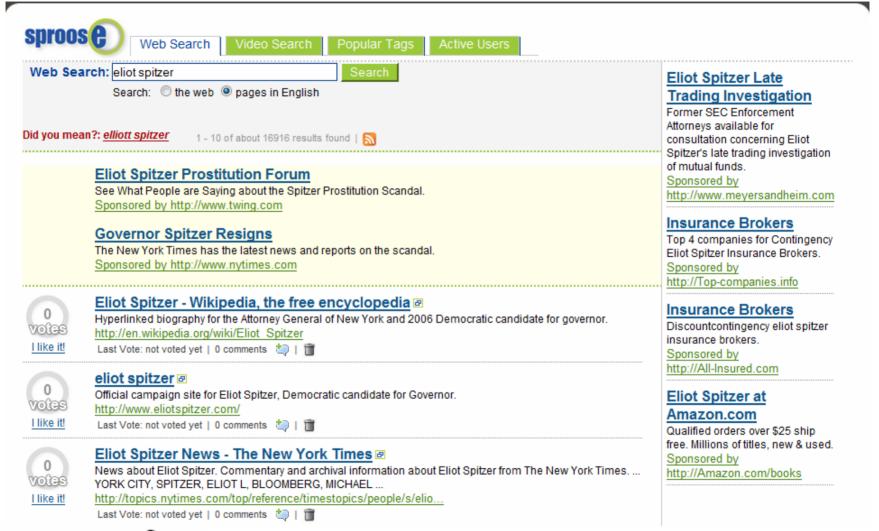


Social Search – Listing Search			
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General & Voted Listings Did you mean this: <u>eliot switzer</u> ? 1. Eliot Spitzer 2006 Eliot Spitzer 2006 http://www.spitzer22006.com	[+ Vote for this Listing]		
2. <u>Matt Industries</u> http://www.mattindustries.com	[+ Vote for this Listing]		
3. <u>YCEWOGCG The Awakened Christian Ministries</u> We are a Christian ministry based on the principles and teachings of Jesus Christ as set forth in the Holy Bible. We also feature a Top Sites page., Dearest Brothers and Sisters, I ask you and pray th <u>http://www.ycewogcg.org</u>	[+ Vote for this Listing]		
 4. Global Warming Dispelling myths of global warming by exposing flawed economic, scientific, and risk analysis. Coalition members will also follow the progress of the international Global Climate Change Treaty negotia http://www.globalwarming.org 	[+ Vote for this Listing]		
5. <u>www.fmqb.com</u> Your daily source for radio industry news, music industry updates, arbitron ratings, music news, artist information, radio programming tips, show prep and more. <u>http://www.fmqb.com</u>	[+ Vote for this Listing]		





Social Search – Listing Search



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Top 7 pages of Web results selected for 'eliot spitzer' (About Results)

eliot spitzer

Eliot Spitzer

Gov. Spitzer Tied To Prostitution Ring! Story w/the Free News Toolbar http://News.alottoolbars.com/ – Ads by Google

Eliot Spitzer Prostitution Forum See What People are Saying about the Spitzer Prostitution Scandal. http://www.twing.com - Ads by Yahoo!

Governor Spitzer Resigns The New York Times has the latest news and reports on the scandal. http://www.nytimes.com – Ads by Yahoo!

Did you mean: elliott spitzer?

Related Searches: New York State Senator, Eliot Spitzer for Governor, John Faso

Eliot Spitzer - Wikipedia, the free encyclopedia

Eliot Laurence Spitzer (born June 10, 1959) is an American lawyer and politician of the Democratic Party. He has served as Governor of New York from January ... http://en.wikipedia.org/wiki/Eliot_Spitzer

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http://www.eliotspitzer.com/

Office of New York State Attorney General Andrew M Cuomo

Office of New York State Attorney General Andrew M Cuomo. The People's Lawyer -- is dedicated to aggressively prosecuting and defending the interests of all ... http://www.oag.state.ny.us/

www.ny.gov/governor Eliot Spitzer Eliot Spitzer was inaugurated as New YorkÂ's 54th Governor on January 1, 2007. In his inaugural address, Governor Spitzer said: "Every policy, ... http://www.ny.gov/governor/





1 <u>2 3 4 5 6 7 Next»</u>



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Eliot Spitzer Late Trading Investigation Former SEC Enforcement Attorneys

available for consultation concerning Eliot Spitzer's late trading investigation of mutual funds. http://www.meyersandheim.com Ads by Yahoo!

Insurance Brokers

Top 4 companies for Contingency Eliot Spitzer Insurance Brokers. http://Top-companies.info Ads by Yahoo!

Social Search - Listing Search

🛞 Mahalo.com 🛛 New! Mahalo Follow 2.0 🛞 Mahalo Social

Web Search

Categories: News | Politics | Politicians | Governors | Spitzer Scandal

Eliot Spitzer

Also try: Spitzer Prostitution Ring | Spitzer Emperors Club | Silda Spitzer | Cramer Cries Over Spitzer

The Mahalo Top 7

- 1. Official Governor's Site: Eliot Spitzer
- 2. Official Campaign Site: Spitzer 2010
- 3. CNN: Spitzer to step down by Monday (March 12, 2008)

Spitzer's lawyers were in discussions Wednesday with the U.S. attorney's office in New York, trying to negotiate a plea deal to avoid prosecution, a source with knowledge of the discussions said.

- 4. Wikipedia: Eliot Spitzer
- 5. Ben Smith (The Politico): Spitzer's sudden fall from grace (March 11, 2008)
- 6. The New York Times: Spitzer Is Linked to Prostitution Ring (March 10, 2008)
- 7. Slate Magazine: How Eliot Spitzer got so powerful (October 21, 2004) 🛕

Ads by Google

Spitzer Scandal Videos

Video coverage of the sex scandal www.CampaignCircus.com Kristen Eliot Spitzer Who Is Kristen / Ashley Dupre? News.alottoolbars.com

Client 9 T-Shirts

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Mahalo

Guide Note:

Eliot Spitzer is the Democratic governor of New York. In 1998,



Spitzer was elected as the New York State Attorney General after launching an investigation that eventually led to the downfall of the infamous Gambino crime family in New York. Spitzer was noteworthy as a reformer, who prosecuted difficult and formerly-overlooked areas of crime such as stock-market abuses and securities fraud. Spitzer was elected governor of the state in 2006, winning the position previously held by George Pataki. During his tenure, Spitzer backed a controversial bill that would allow driver's licenses to be issued to illegal aliens, and another in favor of gay marriage. On March 10, 2008, Spitzer apologized for his involvement (as a customer) in a prostitution ring, the Emperors Club VIP. According to





Social Search – Listing Search





Earn points for each search - Join Now!

SEARCH

Total Search Results

Eliot Spitzer

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Eliot Spitzer Prostitution Forum

www.twing.com Eliot Spitzer's Alleged Prostitute Scandal. Join the Discussion.

People Recommended Results

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Regular Search Results

1. eliot spitzer - Wikipedia, the free encyclopedia

Hyperlinked biography for the Attorney General of New York and 2006 Democratic candidate for governor. en.wikipedia.org

Eliot Spitzer

Get More Info on Eliot Spitzer at UncoverTheNet. Sponsor: www.UncoverTheNet.com

eliot Spitzer: News & Videos about eliot spitzer - CNN.com

The disgraced politician steps down, saying, "I did not live up to what was ... Hot Topics " **eliot spitzer** • National Economy • Election Center • more topics " ... topics.cnn.com

eliot spitzer News - The New York Times

News about eliot Spitzer. Commentary and archival information about eliot spitzer from The New York Times. ... YORK CITY, SPITZER, eliot L, BLOOMBERG, MICHAEL ...



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Social Search – Q&A Search



Search | Browse Polls | Create Poll

eliot spitzer

tezaa search

Results 1-1 for eliot spitzer Filter: Most Recent | Most Popular

Tip: Click on 🛱 icon to cast your opinion.

Who will be the new governor of New York?

🛱 Eliot Spitzer 🛱 John Faso

Show Poll Similar Polls 0 Comment 0 related link



4



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			at Eliot Spitzer said w	nen he got caught? 3) 8 hours ago in Using LinkedIn Open		

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Social Search – Profile Search

What's yoName? People search across social networks, blogs and more.				
Search Find a Lost Friend Log People Search Web Search Public Records S	<u>in Register for Free</u> Search			
eliot spitzer Enter an Email Address, Username, First & Last Name or Phone number <u>+ Advanced Search Options</u>	Top Searches Paris Hilton <u>American Idol</u> Lindsay Lohan			

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Can't find YO friend? Use our Lost Friend Finder.

YO! We've found "eliot spitzer" on MySpace. Want more results? Enter an email address for "eliot spitzer".





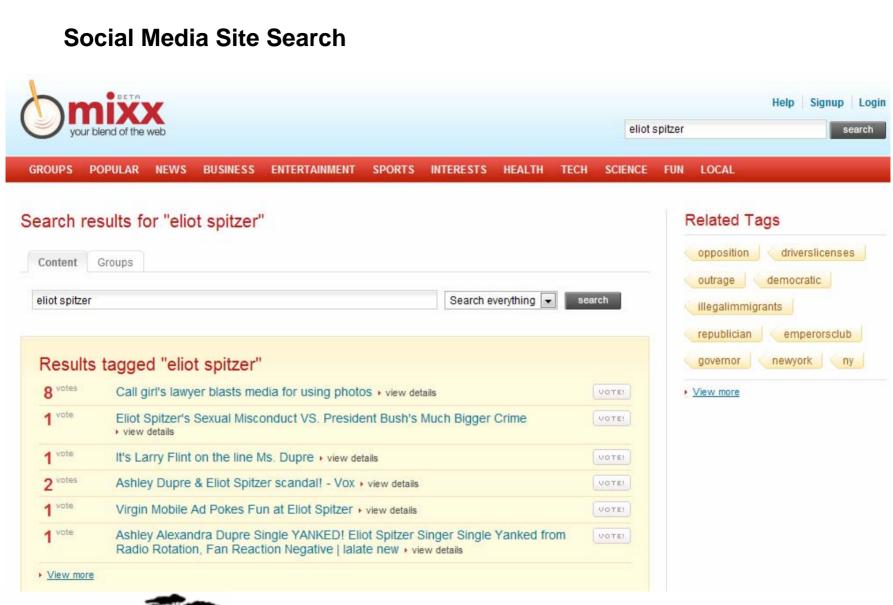


Social Media Site Search

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2779 New York Governor Eliot Spitzer Linked to Prostitution Ring nytimes.com — Gov. Eliot Spitzer has informed his most senior administration officials that morning. More (Political News) digg it 1003 Comments	it he had beer	involved in a prostiti	ution ring, an admini	stration official sa	aid this
4266 diggs Photos Of Eliot Spitzer's Hooker thesmokinggun.com — Meet "Kristen," the high-priced hooker who trysted with Eliot "Client Alexandra Dupre (though she was born Ashley Youmans), according to a New York Tin digg it digg it 1008 Comments I Share Bury Lie waluum made popular 16 hr 22 min ago					
618 How software helped nail Eliot Spitzer, prostitution ring blogs.zdnet.com — New York Governor (for now) Eliot Spitzer's prostitute scandal is all the U.S. Treasury's Financial Crimes Enforcement Network-played a role in his downfall. digg it @ 69 Comments Share Surg mklopez made popular 1 day 11 hr ago			he lesser known tal	e is how an inform	nation system-the











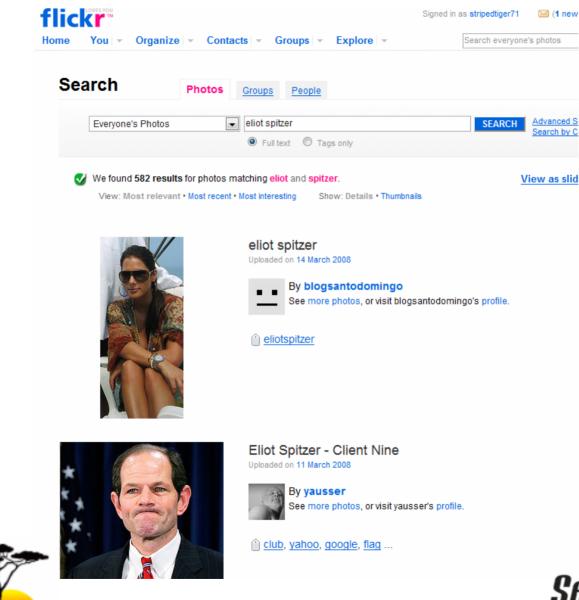
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Social Search – Social Aggregators

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Refine Your Search: Soft By: Relevance Date Spitzer (all Girl ID) Basic Search Term eliot spitzer Results: 1-10 of 995 for eliot spitzer Spitzer (all Girl ID) Additional Terms: Eliot Spitzer Linked to Prostitution Ring @ will know more soon ALBANY - Gov. Eliot Spitzer, who was huddled with his top administrationofficial said this morning. Mr. Spitzer, who was huddled with his top administrationofficial said this morning. Mr. Spitzer, a first-term Democrat who pledged Domino: Spitzer EX: Visit Domino Mag Ni more on NY First La Spitzer 1 Without these terms: Eliot Spitzer: Hooker in FBI Wiretap Revealed? @ Domino: Spitzer EX: Visit Domino Mag.Com Category: Eliot Spitzer: Hooker in FBI Wiretap Revealed? @ Eliot Spitzer: Hooker in FBI Wiretap Revealed? @ Eliot Spitzer: Mooker in FBI Wiretap Revealed? Eliot Spitzer: And His Next Campaign Slogan Might Well Be @ Top Forum Yes, it reminds me of when all that stuff "came out" () about New Jersey's former governor Ibin Moreervy. Methinks Mr. Spitzer had better start practicing saying "former"	elic	ot spitzer NEW SEARCH
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		governor Jim McGreevy. Methinks Mr. Spitzer had better start practicing saying "former
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Social Search – Social Aggregators



eliot spitzer

blogger buzz

🍐 Eliot Spitzer night @ minor league ballpark

03/13/2008 by linkfilter.net - fresh links daily - Along with grooming potential major leaguers, Minor League Baseball is all about entertainment thro...

🔒 The Ultimate Irony of Eliot Spitzer

03/13/2008 by Scott Sands Personal Blog - The downfall of Governor Eliot Spitzer (D-NY) this week after being linked to money laundering, pro...

🔒 Judge Not Lest Ye Be Judged? (Dedicated to Eliot Spitzer)

03/13/2008 by Righty Loosey - What does this all have to do with Eliot Spitzer? Eliot Spitzer judged others; he found them to be \ldots

Eliot Spitzer and Anti-Semitism - The Dog that Didn't Bark:

03/13/2008 by The Volokh Conspiracy - Until his recent downfall, Eliot Spitzer was one of America's most prominent Jewish politicians. Ye...

Was Eliot Spitzer brought down by a Wall Street conspiracy?

03/13/2008 by Liberal England - It is clear that the federal investigators' probe started with Spitzer, not the prostitution ring. ...

Eliot Spitzer as anti-sex work crusader and as sex worker client

03/13/2008 by Dankprofessor's Weblog - Eliot Spitzer has a track record of breaking up prostitution rings, and now his behavior has led to...

🔒 Eliot Spitzer Quote Of The Day



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The Photo Shoot: Hooker of Eliot Spitzer, N.Y. Governor, #9

03/13/2008 by VagabondWarrior - We should have known a long time ago that there was something fishy about these "spokesmodels"...ht...



Eliot Spitzer scandal - song by "Kristen"

03/13/2008 by VictorWhiskey - "What We Want," song by Ashley Alexandra Dupr ("Kristen"), the woman (prostitute) involved in the E...



Eliot Spitzer 939 Music By Blox

03/13/2008 by MUSICBLOX - Eliot Spitzer homage to those of us who live a lie. Music By BloxAuthor: MUSICBLOXKeywords: eliot ...



The Photo Shoot: The Hooker of Eliot Spitzer, N.Y. Governor

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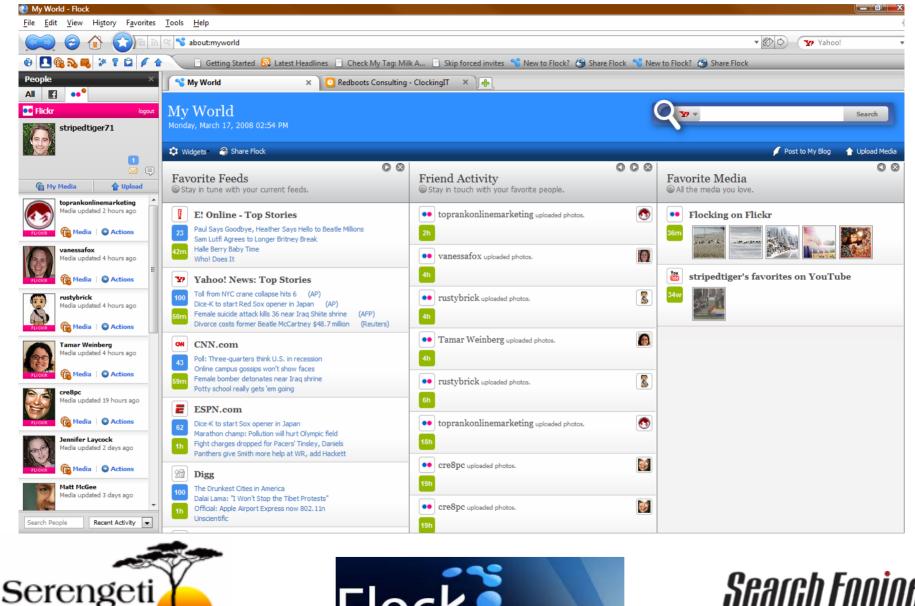
Ny State Governor Eliot Spitzer Resigns Prostitution Scandal With Kristen Ashley Alexandra Dupre





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Social Search – Social Aggregators



COMMUNICATIONS

THE SOCIAL WEB BROWSEI



Social Search Issues

Some sites are slow – low investment in hardware

Sourcing of data challenges

Low volume of active users - takes away the Human element & relevancy

Being found amongst the chatter

A group with an agenda can hijack a SERP (if controls are not in place)

- Editorial approval?
- Potential Reputation Management Issues







Reputation Management

Reputation Management Problem Sources:

- Disgruntled (ex)Employees
- Disgruntled Customers
- Journalists / Bloggers
- Activists
- Your Competition
- Trolls
- Self Inflicted







Culture break

"Reputation, reputation, reputation! O, I have lost my reputation! I have lost the immortal part of my self and what remains is bestial"

William Shakespeare - Othello





Now What?

- Analyze & Assess
 - Tone & Context
 - What is being said?
 - How is it being said?
 - Where is it being said?





Now What?

- Analyze & Assess
 - Participants & Audience Reach
 - Are the influencers talking?
 - Are the influencers reading?
 - Who do You need to talk to?
 - How can You engage the community?





Now What?

- Analyze & Assess
 - What are your Goals?
 - Damage Mitigation? SERP based.
 OR
 - Damage Control? Setting the record straight.





How to Respond

- Legal Threats?
 - Even if they 'work' they rarely work
 - May cause more issues than they resolve







How to respond in the world of Social Search

Community Involvement – be real & not defensive

- Address the issues
 - > If incorrect / invalid explain why
 - > If valid explain your next steps
- > Put out great content
- Boost other positive / unrelated sites
- > If in doubt seek professional guidance





Social Search: The next step

Social Media sites constantly appear and disappear

- Each requires a unique profile
- Each requires time and effort

Aggregators / portals?

Make it easy for you to:

- work
- follow individuals
- track buzz

across multiple Social sites









SerengetiCommunications.com

Blog: EndlessPlain.com

sheseltine@serengeticom.com

Vast Digital Landscape. One Guide.