

WHAT IS MARKETING ANALYTICS?

Let's understand the definition & Applications of marketing analytics





Different Data Sources in Marketing

CUSTOMER INFORMATION

- Demographic data
- · Interests and preferences
- · Customer lifetime value
- Propensity to purchase

FINANCIAL DATA

- Customer acquisition cost
- · Historical pricing
- Price/earnings ratio
- Monthly recurring revenue

MARKETING ANALYTICS

CUSTOMER BEHAVIOR

- Transaction history
- · Website behavior
- Mobile app usage
- Spending patterns

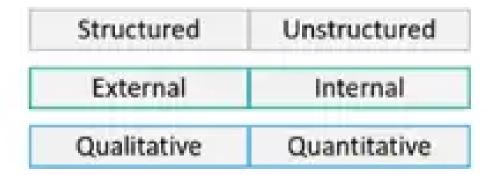
CUSTOMER FEEDBACK

- · Social media feedback
- Ratings & rankings
- · Inbound calls
- · Chatbot interactions
- · Call center notes
- Survey data

CAMPAIGN

PERFORMANCE

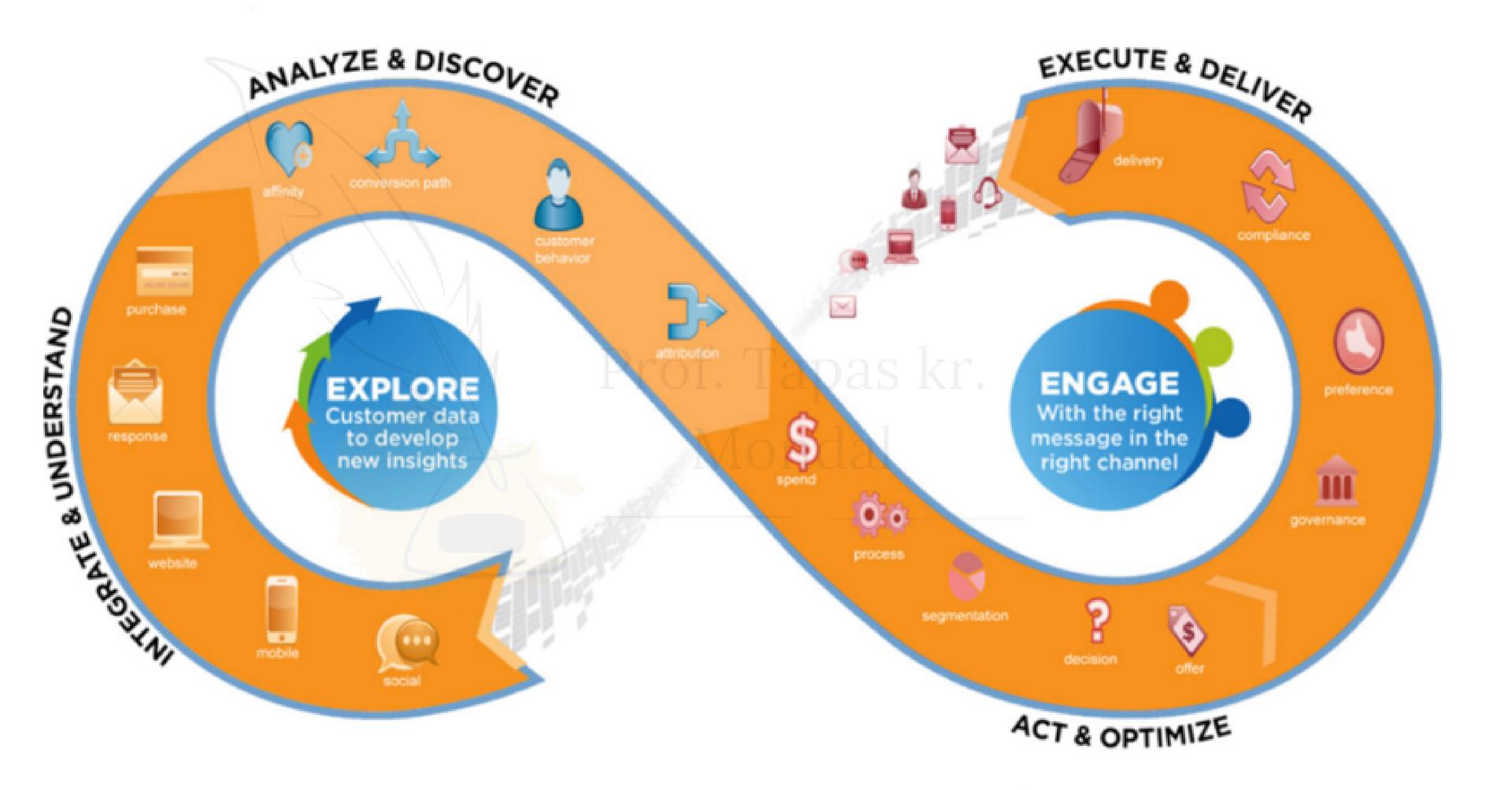
- · Churn rate
- Conversion rate
- · Engagement rate
- · Clickthrough rate
- Bounce rate



MARKET RESEARCH

- Market forecasts
- Industry benchmarks
- Competitor data





Decisions based on marketing analytics results

The following slide showcases some common decisions associated with analytics to optimize marketing performance and resource allocation. It includes elements such as including keywords, repeating successful campaigns, tapping new market, boosting CRM etc.



Include Keywords

- Keyword analytics
 assists to incorporate
 particular words
 and phases
- Boosts organic traffic
- Add text here



Repeat Successful Campaigns

- Assists to includes same type of content
- Increases website traffic
- Add text here



Tap New Market

- Offers opportunity to engage with new market segment
- Forecasts needs based on their preferences
- Add text here



Boost CRM

- Monitors
 customer lifecycle
- Evaluates customer funnel and churn rate
- Add text here



Modify Product

- Reviews customer purchase history
- Monitors consumers' website journey
- Add text here

Example of Conversion Funnel



Digital Marketing Funnel (Analytics)



Thank You

