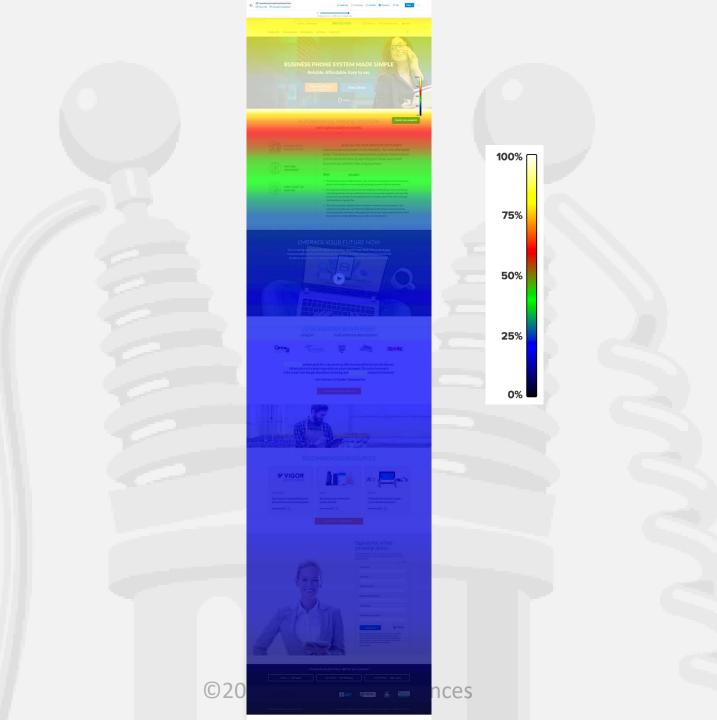
# Conversion Optimization for Every Business

Brian Massey, Managing Partner Conversion Sciences

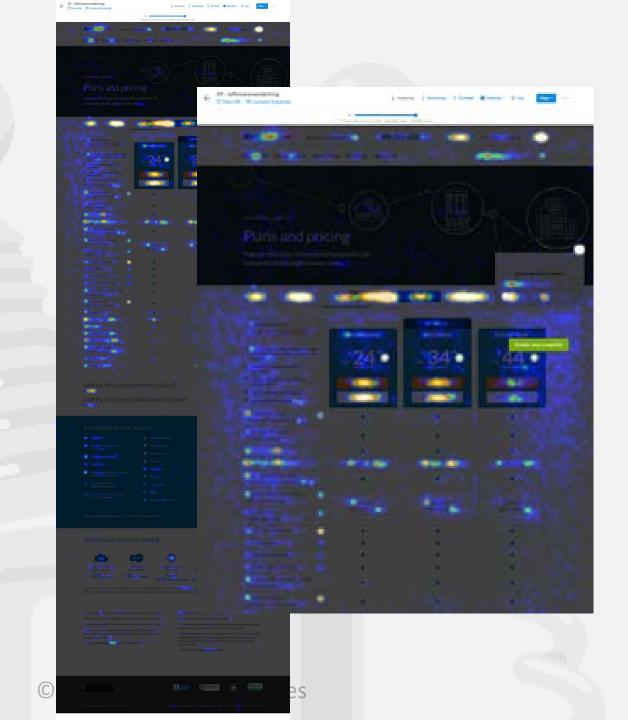
# launch and know

# results: analytics

### results: heatmap reports

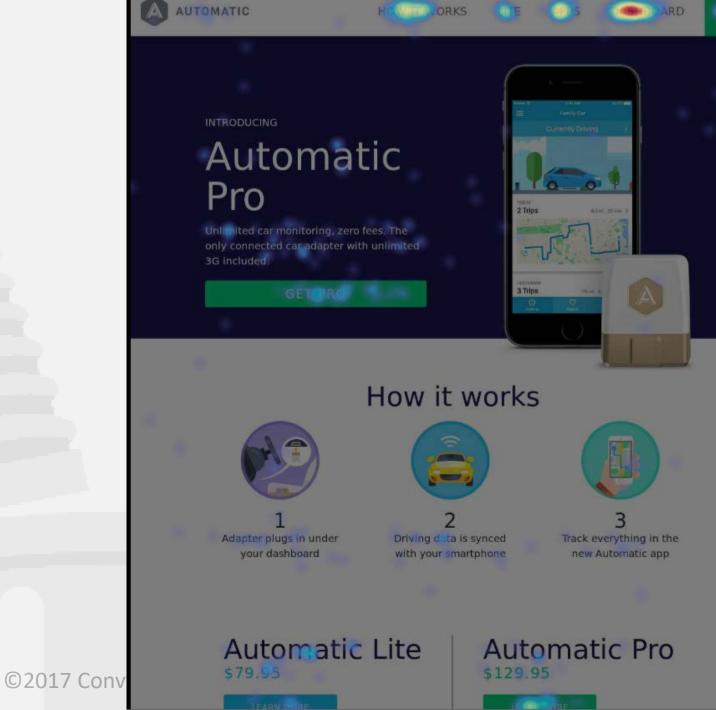


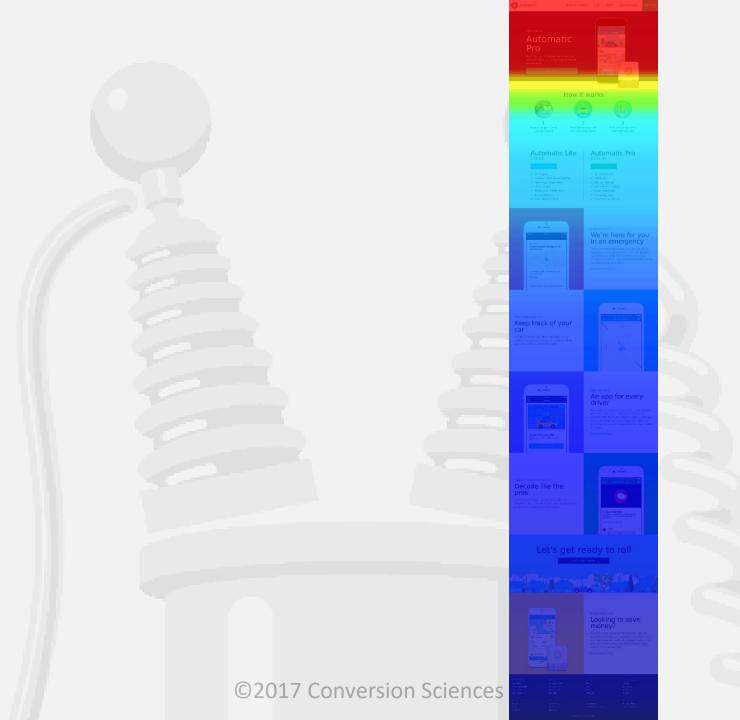
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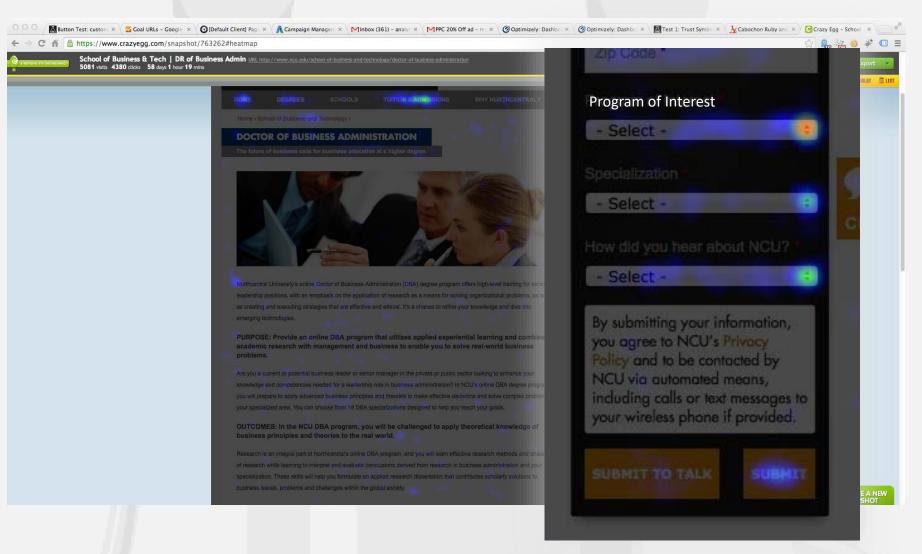


### Heatmap Reports





### The little red dot in the click-tracking heat map.



#### SCHOOL OF EDUCATION

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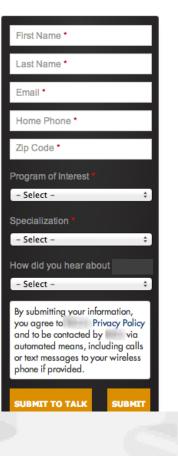




@bmassey #CXLLive

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#### REQUEST INFORMATION



# study: session recordings



# study: thank you page surveys

### Site Surveys

Exit-intent popups can be used to find out why visitors don't take action.

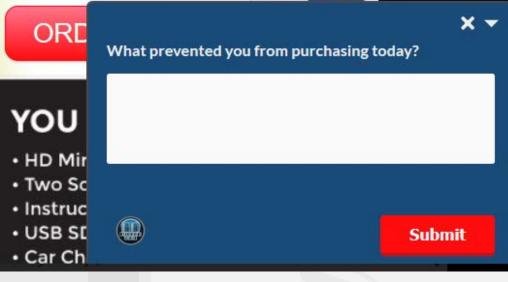
**49** + \$9.99 P&H

### EXCLUSIVE OFFER

**A A A A A A** 274 Reviews Includes Car Charger, SD Card

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**Reader, & Instruction Manual** 

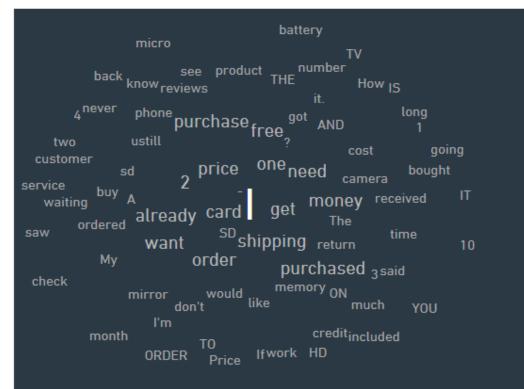


### Site Survey results



#### What prevented you from purchasing today?

#### WORD CLOUD



#### RESPONSES

- 1. cost
- 2. not shipped to Hawaii
- 3. The idea of it recording all conversations in the car is problematic. Audio recording should be turned off by default.

=

Multi Line Text Box

- 4. price
- i have a order pending. i am wanting to know the ship date. tracking number if possi ble. i wanted it for our trip. if not going to be here in time then i am canceling the ord er.
- 6. fatique
- 7. Nothings
- I purchased 2 about 3 wks ago. auto ignition start died and video screen froze. Tryin g to decide whether to purchase a replacement.

#### 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27

28 29 30 31 32 33 34 35 36 37 38 39 40 41 💙

### "What almost kept you from requesting information?"

← → C a Secure https://www.ncu.edu/thank-you		و	🗄 🖈 💡 💷 🛷 🔒 🛄 🖪 🗖 😒 🐜 🗄
🛗 Apps 📨 A/B, Split and Multi 🌏 Test Development 🚳 Bayesian Calculator 🚳 A	/B-Test Calculator 📨 How VWO calculate 🚺	Google Wants Pop	🚊 iPhone Resolutions
students alumni 🛛 enroll now 🔍 📞 866-7	76-0331	🔊 LIVE CHAT 🦷	
NCU Northcentral University	PROGRAMS & DEGREES	TUITION & STUDENT ADMISSIONS EXPERIENCE	ABOUT NCU
↑ / Thank You!			
THANK YOU!			

We are excited that you are considering our University as the place to help you achieve your academic goals, and fulfill your personal and professional purpose. We have received your request for more information and one of our enrollment advisors will contact you shortly.

In the meantime, feel free to learn more about the NCU community and connect with some of our students and/or alumni on social media or read the latest issue of Higher Degrees, our student and alumni magazine. Each issue is dedicated to sharing compelling stories about the amazing students, alumni and faculty that make NCU such a remarkable place. Who knows, maybe one day you'll be in it!

- Like Northcentral University on Facebook or join the NCU Facebook Group
- Network with Northcentral University on LinkedIn
- Follow Northcentral University on Twitter
- Read the latest issue of Higher Degrees

### "What almost kept you from requesting information?"

STUDENTS ALUMNI ENROLL	Now 🤇 📞 866-776-0331		<b>)</b>		QUEST INFO
<b>NCU</b> Northcentral University		PROGRAMS & DEGREES	TUITION & ADMISSIONS	STUDENT EXPERIENCE	ABOUT NCU
A / Thank You!	- 12 <i>  2</i>   14   1				
THANK YOU!	One more quest	ion.			
	What almost kept you from rec	uesting informatio	n from NCU?		
We are excited that you are coprofessional purpose. We hav	Please type here				rsonal and shortly.
In the meantime, feel free to the latest issue of Higher Deg students, alumni and faculty t		SEND		2	cial media or read It the amazing
Like Northcentral University	on Facebook or join the NCU Fac	ebook Group			
• Network with Northcentral U	Jniversity on LinkedIn				

#### Automatic Lite \$79.95

#### LEARN MORE

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- Web dashboard
- Bluetooth<sup>®</sup> syncing

#### Automatic Pro \$129.95

#### LEARN MORE

- All Lite Features
- Crash Alert
- Parking tracking
- Live vehicle tracking
- Event-based apps
- Streaming apps
- Unlimited 3G syncing

### "What made you choose Lite instead of Pro?"

i≡ Replies 🕼 Res	<b>ults 154</b> re	spo
DATE	<u>If you don't mind us asking, what made you choose</u> Automatic Lite over Pro?	
14 hours ago	Didn't really know what the long term benefits were.	
18 hours ago	Biggest concern is the security of a 3G connected ODB2 device. Additionally, I live in a rural area where cellular coverage is spotty other than on Vzw. Finally, for me, the added features if the pro simply aren't worth the extra cost.	
Yesterday	Older car, looking mainly for dashboard diagnostics	
2 days ago	I'm the only driver of my car and always have my cell phone, and I've never had an accident in 25+ years. The 3G connectivity and other additional benefits were not quite enough for me to spend \$50 more.	

### "What made you choose Lite instead of Pro?"

Instead



### "What made you choose Lite instead of Pro?"





# the supreme court ab testing

• Sample size is calculated and the test is not stopped until that sample is

reached.

- Sample size is calculated and the test is not stopped until that sample is reached.
- Data is collected over a period of time that takes cycles into account.

- Sample size is calculated and the test is not stopped until that sample is reached.
- Data is collected over a period of time that takes cycles into account.
- Data is recent.

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- It is Quantitative.

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- Data is recent.
- It is Quantitative.
- Prospect and customers are being tested.

- Sample size is calculated and the test is not stopped until that sample is reached.
- Data is collected over a period of time that takes cycles into account.
- Data is recent.
- It is Quantitative.
- Prospect and customers are being tested.
- Double blind.

# AB Testing can be difficult

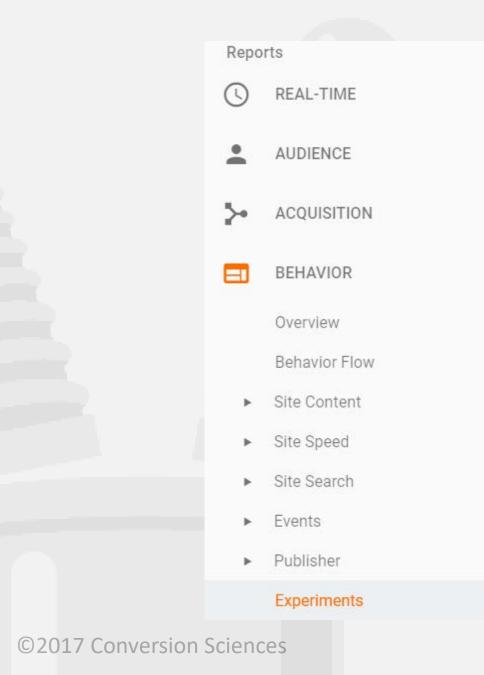
# It's easy to change more than one thing in an AB test

# AB tests can be expensive

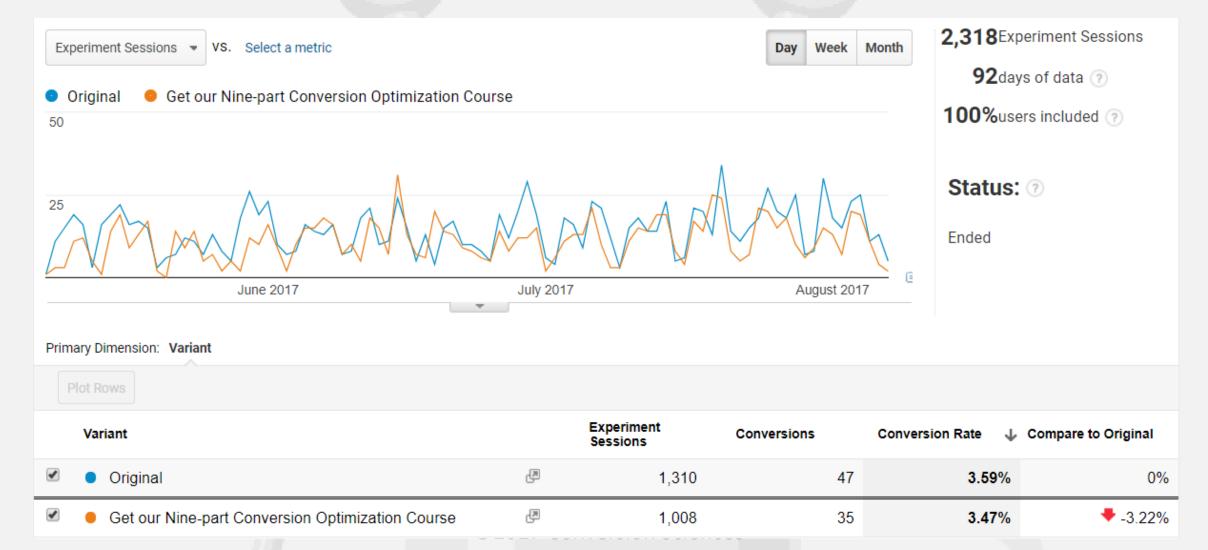
# Don't let all of this scare you

### Google Experiments

Right in Google Analytics



# Google Experiments

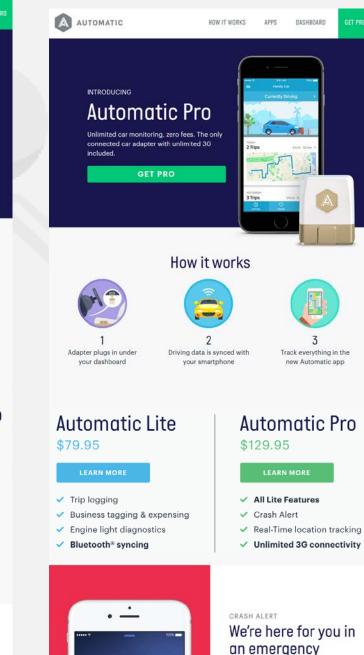


# Change something on a page



### Change something on a page





### Change somethin on a page

	AUTOMATIC	HOW IT WORKS APPS	DASHBOARD GET PRO		C HOW F	WORKS APPS DASHBOARD	GET PI		
ng	INTRODUCING Automatic Pr Unlimited car monitoring, zero fees. connected car adapter with unlimited included. GET PRO	The only		Unlimited	DING OMATIC Pro car monitoring, zero fees. The only d car adapter with unlimited 36 GET PRO	Interest of the second se			
	How	it works			How it works				
			3 ack everything in the new Automatic app	1 Adapter plugs in your dashbox					
	Automatic Lite \$79.95	\$129.9	matic Pro 5	Automo \$79.95	itic Lite	Automatic \$129.95	Pro		
	<ul> <li>Trip logging</li> <li>Business tagging &amp; expensing</li> <li>Engine light diagnostics</li> <li>Fill-up logging</li> <li>iPhone and Android apps</li> <li>Web dashboard</li> <li>Bluetooth* syncing</li> </ul>	<ul> <li>All Lite</li> <li>Crash A</li> <li>Parking</li> <li>Live vel</li> <li>Event-b</li> <li>Stream</li> <li>Unlimit</li> </ul>	Features Alert tracking hicle tracking	<ul> <li>Trip logging</li> <li>Business tag</li> <li>Engine light</li> <li>Bluetooth*:</li> </ul>	gging & expensing diagnostics	LEARN MORE ✓ All Lite Features ✓ Crash Alert ✓ Real-Time location ✓ Unlimited 3G cont			
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## Control

### Automatic Lite \$79.95

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# Control

### Variation

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# Control

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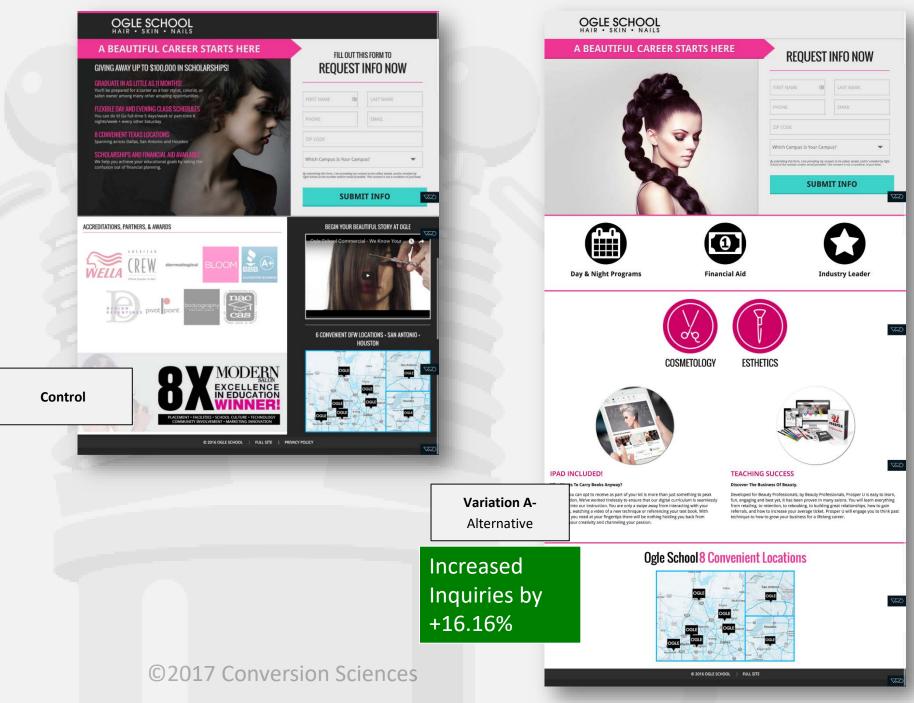
- Trip logging
- Business tagging & expensing
- Engine light diagnostics
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### Automatic Pro \$129.95

### LEARN MORE

- ✓ All Lite Features
- Crash Alert
- Real-Time location tracking
- Unlimited 3G connectivity
- +13% Conversion Rate
  +24% Revenue Per Visit

### AB Test Landing Page Redesign



# Preparing for A/B testing

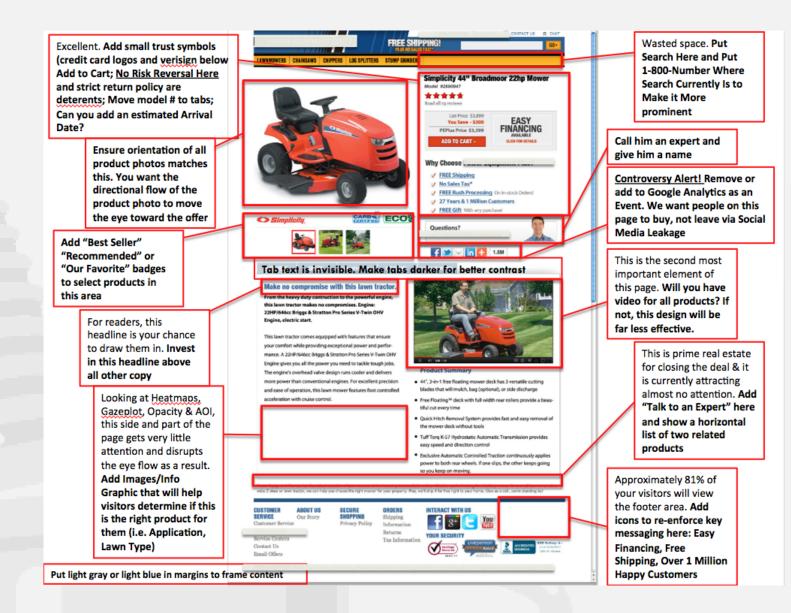
## collect your questions http://conversci.com/questions

ANALYSIS			НҮРОТН	ESIS PRIORIT	IZATION	
Hypothesis	Recommendations	Proof (1-5) 🔻	lmpact (1-5) ▼	LOE (1-5) 🔽	Visits Affected 🔻	ROI 🚽
rsion rates & RPV	Need to consider video player and implementation.	4	4	5	3	10
		3	3	4	5	10
on these pages will increase sales.	Provide product offers near class results.	3	3	3	3	9
fers on confirmation page. Entire page is a footprint and adding offers to this page	Add offers, sharing and recommendations to the	4	2	2	3	9
nage will increase CTR on emails and s from the email campaign.	Split test in p3 launch email	3	3	2	2	9
rs to 3 will increase clicks	Reduce offers	5	2	4	4	9
drop off from the current Shop Splash ners need more guidance on this page. Test more relevant (i.e. New, Poplular,	Test Shop Page layout and content ASAP	4	3	4	3	9
y will increase conversion rates.	Requires good email remarketing strategy	3	4	5	3	9
e conversion rates at a level high-enough to	Test ASAP. Start with Promo Code					

# Sources of Ideas and Hypotheses

- Your Organization (everyone has an opinion)
- Analytics
- Customer Surveys
- Site Feedback
- Chat Transcripts (What are the most common questions?)
- Talk to Salespeople or Customer Service Reps (What's Missing?)
- Design Articles (www.ConversionSciences.com)
- Competitor's Websites and Campaigns
- Your own intuition and experience

### Add lots of ideas for how to improve your pages.



# Your Hypothesis List

Conversion Sciences - Hypothesis Prioritization Framework

### TurtleBayResort.com

2/25/2018

	ANALYSIS		HYPOTHESIS PRIORITIZATION				Bucket		
ID .	Component	Page	Hypothesis	Proof (1-5) →	Impact (1-5) 🚽	LOE (1-5) 🗸		ROI	Credibility, Social Proof, Trust, Messaging, Design 🗸
	Sitewide	404 Error Pages	Add site search or alternative links will decrease abandonment on 404 error page.	5	5	2	5	18	Fix
	Booking Engine	Booking Engine - Select Dates	Visitors going to the booking engine from the Romance on the North Shore content page see an error message (see documentation). Fixing this will decrease abandonments and increase transactions.	5	5	3	5	17	Fix
	Booking Engine	Select Dates	When "Flexible Dates" is selected the visitor sees "NaN" which is a PHP Error.	5	5	5	5	15	FIXED
	Mobile	Sitewide - Header	Make buttons larger for fat thumbs. (Call, search, menu, book now)	3	5	3	4	14	Design
	Contact Us to Book Button	Oahu Wedding Packages	Create a signup page instead of using email links to get quotes for packages will signficantly increase calls and package purchases.	3	5	3	3	13	Design

## Exercise: Fill out the Hypothesis List

• Select a page to review

How to write a Hypothesis
If I
l expect
to happen, as measured by:
©2017 Conversion Sciences

# Assign weights to your hypotheses

# Proof (1-5)

where

- 1 = no proof
- 2 = evidence from one source
- 3 = evidence from more than one source
- 4 = evidence from statistically significant source
- 5 = evidence from AB split test

# Expected Impact (1-5)

where

- 1 = 0% to 1% expected lift
- 2 = 1% to 5% expected lift
- 3 = 5% to 10% expected lift
- 4 = More than 10% expected lift
- 5 = Massive impact potential

## Level of Effort to Test (1-5)

where

- 1 = I can change this easily
- 2 = This requires some design work I can do
- 3= This requires a designer or copywriter's help
- 4 = This requires some developer time
- 5 = This is requires major redesign and development

# Traffic Affected (1-5)

where

- 1 = Less than 10% of traffic
- 2 = Less than 25% of traffic
- 3 = Less than 50% of traffic
- 4 = Most traffic, or very important traffic
- 5 = Affects all traffic or critical traffic

# Put hypotheses into buckets

# Messaging and Value Proposition

The value proposition of your campaign or website. This is usually communicated in words and images. Will include:

- Unique selling proposition
- Guarantee or Warrantee
- Return policy
- Brand proposition
- Benefits
- Features
- Proof points
- Target market

Conversion Sciences

# Layout and UX

You want your layout and user experience (UX) to make the important information available to the user. Can the user easily locate the important information on each page of your site?

- Color
- Placement
- Font
- White space
- Juxtaposition
- Negative space
- Highlights



# Credibility and Authority

The design of your site is the first way to communicate credibility. Your brand also communicates credibility and authority.

- Time in business
- Number of products sold
- Awards
- Association Logos
- Consumer Group Ratings (BBB)
- Analyst reports
- Other

# Social Proof

Social proof can take many forms, and answers the question, "What have others experienced with this product?"

- Testimonials
- Ratings and reviews
- Media Outlets that have covered you
- Customer logos
- Other

# Security and Risk Reversal

Is my information safe if I enter it into this website?

- Links to your privacy policy.
- McCafee Secure, Shopper Safe, Verisign and other security certificates.
- Lock symbols.
- SSL indicators (https://)

# A/B Testing

# The AB Test Planning Guide

Conversion Sciences

www.Conversion5clences.com III8.761.6804

### Test Planner

Title		Code		Create Date		
		YYMMDD-A[AB]MV	468			
Start Date		Ext. Duration		Impressions/Conversions		
Test Definition	1112					
AB Test	Multivariate	No Treatment				
Traffic Sources				12.00	-62/3	
Paid Search	Display Ad	Email List	Direct Mail List	Organic Srch	Print Ad	
Attiliation	Social Network	TV/Radio	Video	Other		
Test Manager				E alteration of the second s		
Designer						
IT .						

Hypothesis

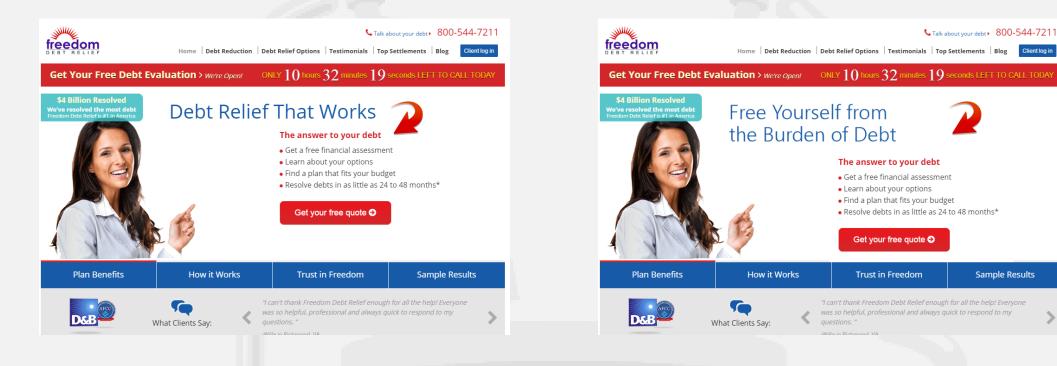
http://conversci.com/ABTestPlanner

# Isolate your hypothesis.

### Can you spot the two variables changing here?

**C** Talk about your debt > 800-544-7211

Sample Results



## Who should we target this at? At whom should we NOT target this test?

### How long should a test take?

### Rules of Thumb for Test Duration

The pages you test should deliver at least 100 conversions
per treatment (including the control).
Traffic doesn't matter.

Conversions matter.



### How long should you run your A/B Test?



#### Total number of days to run the test: 41 days

CALCULATE TEST DURATION

# Test Duration Calculator

https://vwo.com/ab-split-test-duration/

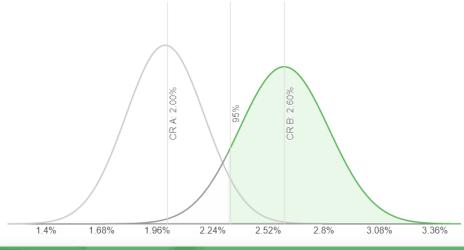
## How to increase your sample size

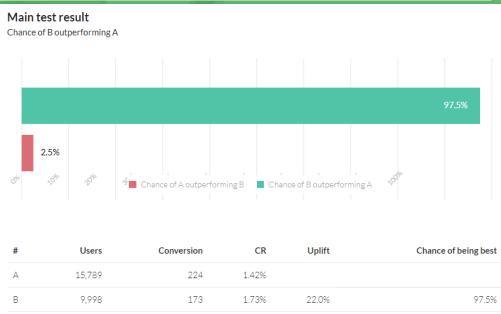
## Don't be fooled by your results.

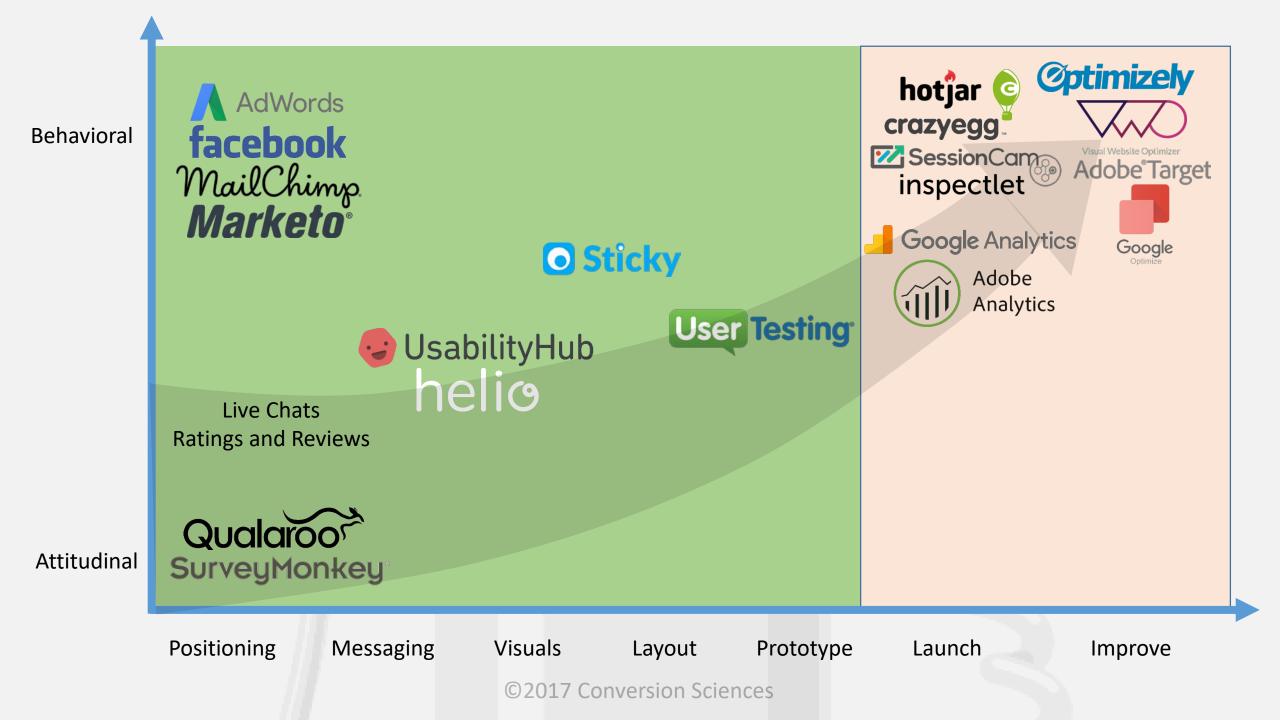
## Frequentist vs. Bayesian Statistics

# Calculating Confidence

Online Dialog Frequentists Calculator https://abtestguide.com/calc/ Online Dialog Bayesian Calculator https://abtestguide.com/bayesian/ Visualisation of Power (88.86%) and the expected distributions of variation A and B.







# Final Critiques

Share your revised pages

©2017 Conversion Sciences

### Compare your progress

# POLL

# Conversion Optimization Masterclass <u>www.ConversionLive.com</u>