

Facebook Advertising For The Win

Instructor: Alex Sierra, CEO Sigma Ridge

Agenda

Time	Content	Purpose	
6:30 - 6:50pm	Welcome/Intro	Intros + overview of lesson	
6:50 - 7:15pm	Fundamentals of Facebook Advertising	Facebook advertising overview	
7:15pm - 7:25pm	Campaign Draft	Brainstorm your Facebook campaign concept	
7:30pm - 7:55pm	Audience Overview + Partner Activity	Create a persona in Facebook	
7:55pm - 8:10pm	Advanced targeting concepts	Deeper dive into targeting capabilities	
8:10pm - 8:30pm	Creative	Overview of ad basics + creative best practices	
8:30pm - 9:00pm	Tracking + User Experience	Understand other elements of advertising that allow you to track + optimize performance	
9:00pm - 9:30pm	Campaign work session + Q&A!	Put your knowledge to the test!	

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General Assembly







Alexander Sierra

CEO, Sigma Ridge

Alexander Sierra has a diverse background. He has a bachelor's degree in Aerospace Engineering from the University of Florida, A master's in Finance from Harvard University, and an MBA from the University of Massachusetts. Over 23 years of experience as a leader in Consulting, Sales & Marketing. Alex has managed teams of over 130 direct reports in 13 different countries and Marketing budgets of over 25 million dollars a year. He has been able to achieve year-over-year growth for his clients from 25% to 120%.

His consulting practice **-Sigma Ridge-** was a spinoff from the Harvard University Consulting club where he works with companies like Cisco, Dell, and some of the largest fashion companies in the US.









Learning Objectives:

 Be able to understand the fundamentals of Facebook Advertising in professional practice

Understand how Facebook Advertising fits into the digital landscape

Create quality Facebook Ads that resonate with your target user

Draft a Facebook Advertising campaign using a 5-pillared approach

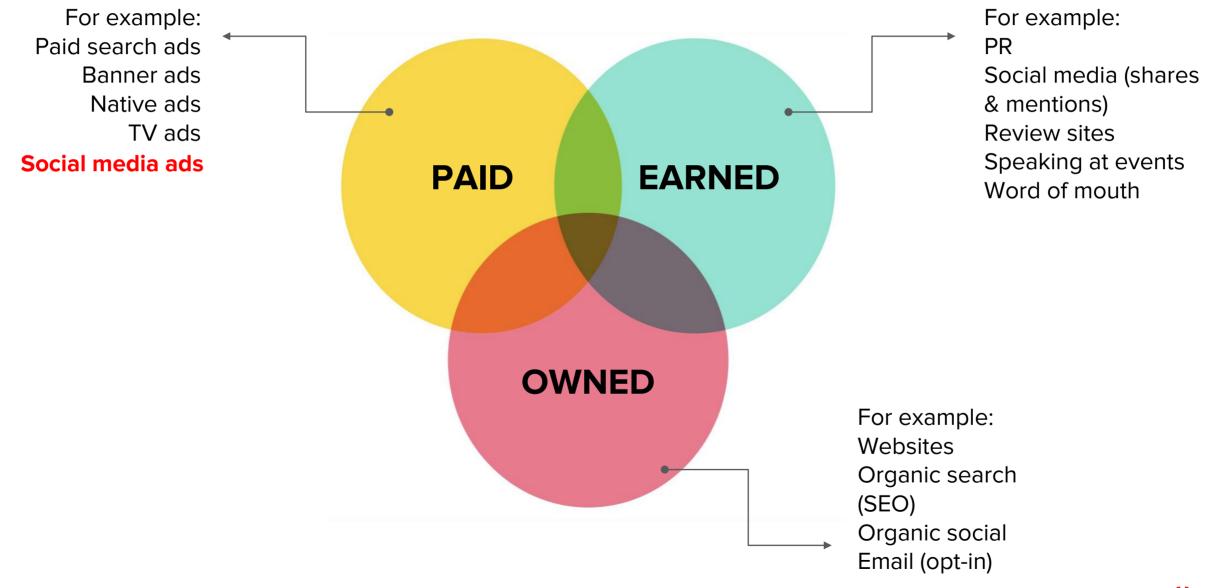
Tell us about yourself!

Name

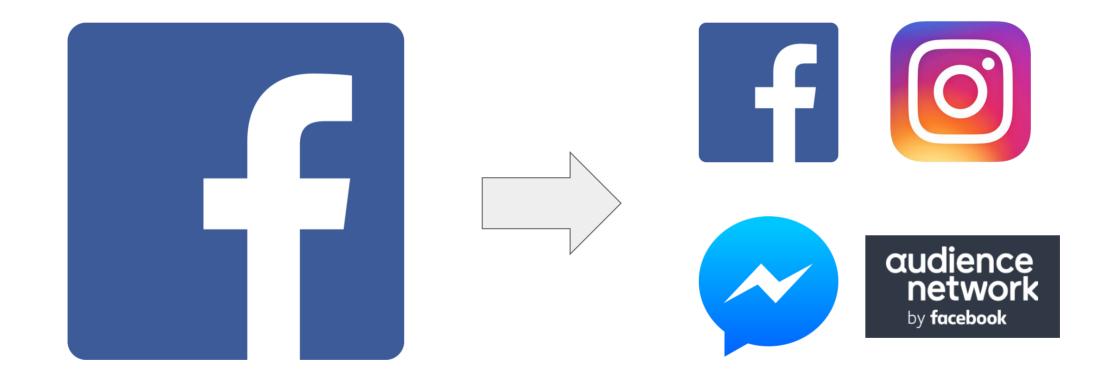
Current professional work

 Why you are taking class + what you are hoping to get out of it?

Where does Facebook advertising fit in?

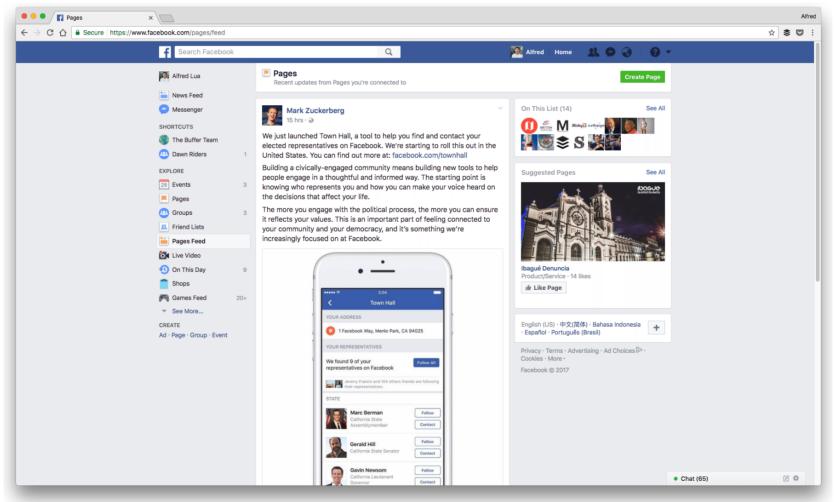






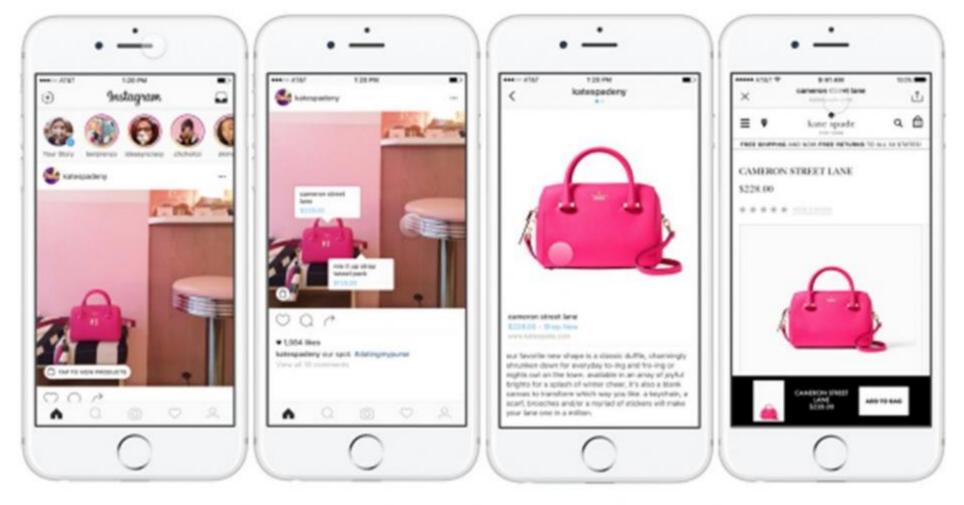
















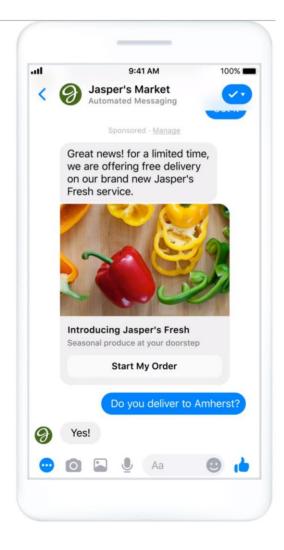
Retarget your customers with sponsored messages.

Sponsored messages allow you to send highly targeted promotions directly to the people who have already talked to your business in Messenger.

If you choose to run sponsored messages, we recommend planning to be active and responsive once you have re-engaged customers. Away messages can help manage customer expectations by letting them know when they should expect a follow-up response.

Learn how to create sponsored messages on the Advertiser Help Center.

Get Step-by-Step Instructions







Our ads are built for a better experience—for publishers and people.

Facebook Audience Network is designed to maximize your revenue with quality demand from global advertisers. Get powerful monetization solutions that engage people and grow your app or site while preserving the experience.



Built to engage your audience

We match ads with people's interests so they're less intrusive and keep people engaged.



Built for quality and maximized monetization

State-of-the-art quality controls like ad blocking protect your brand and keep you in control. Plus, we offer app and web bidding for an impartial and open auction.



Built to grow gaming apps

Take your game to the next level with rewarded video, global expansion opportunities and diverse demand.

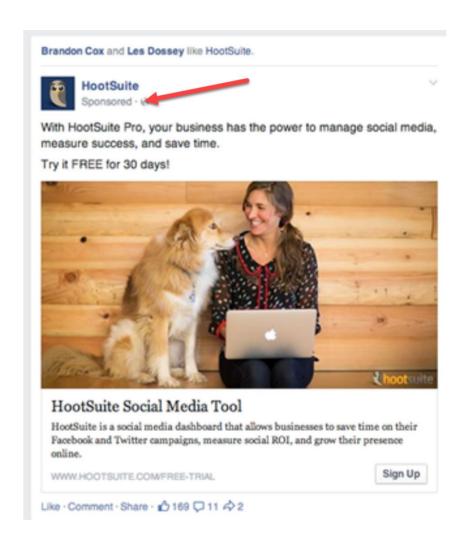


Where does Facebook Advertising fit in?

Organic



Paid

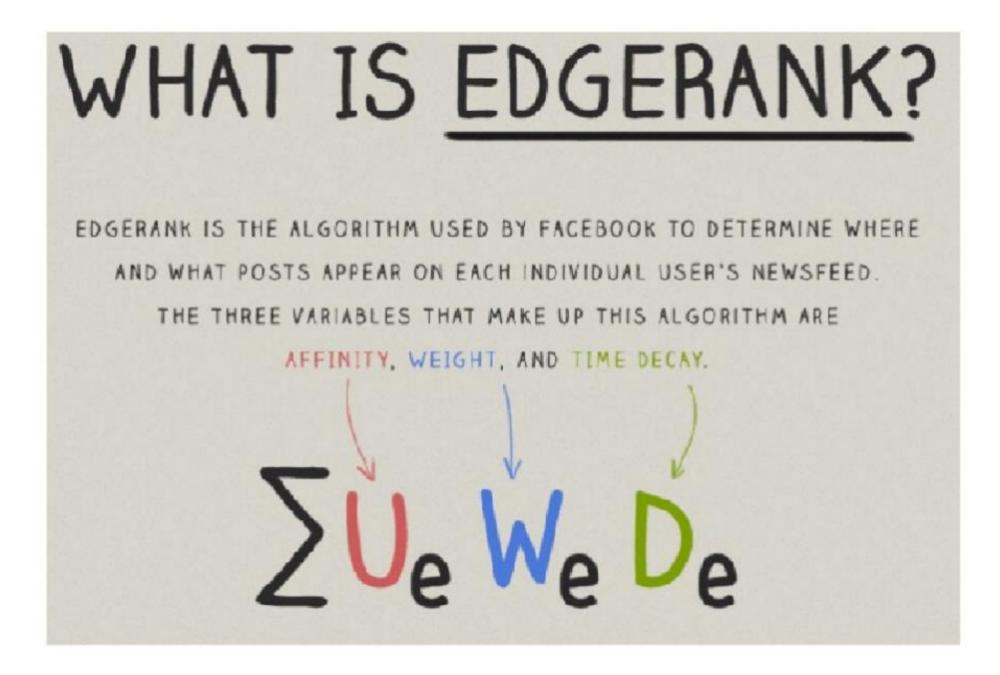




Why is it difficult for businesses to get any real traction from Facebook + Instagram without using paid advertising?



Where does Facebook Advertising fit in?





Facebook Is The Newsfeed





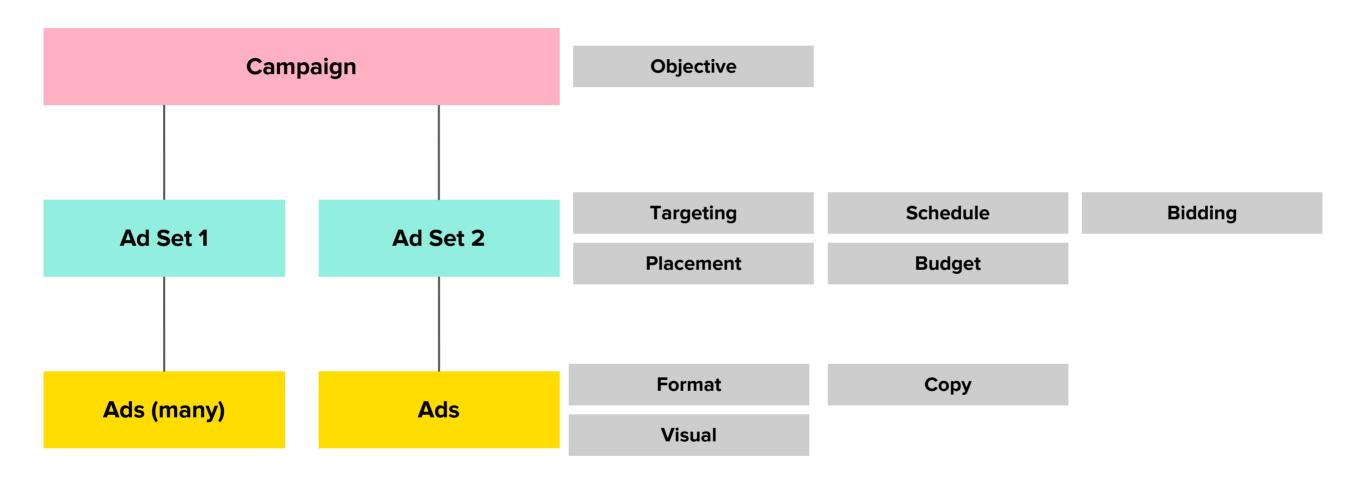


The Fundamentals of Facebook Advertising

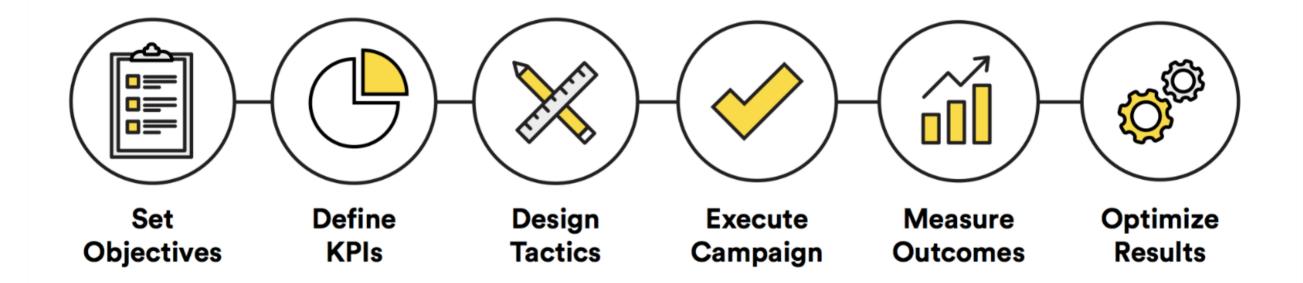
Five Pillars of Success

Objective	Audience	Bidding	Creative	Analysis
What are you trying to accomplish?	Who are you trying to reach?	What actions are the best use of your budget?	What experience do you want to deliver?	What did you learn, and how can you improve next time?

Facebook Ad Campaign Anatomy

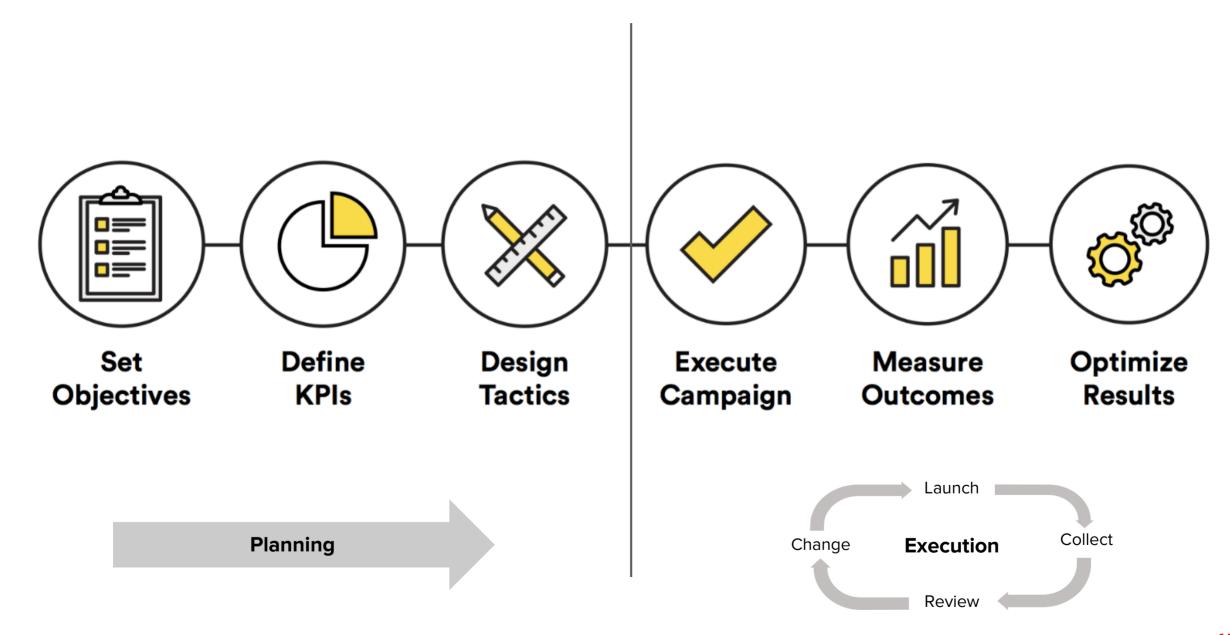


The Objective First Campaign Framework Is Here to Help



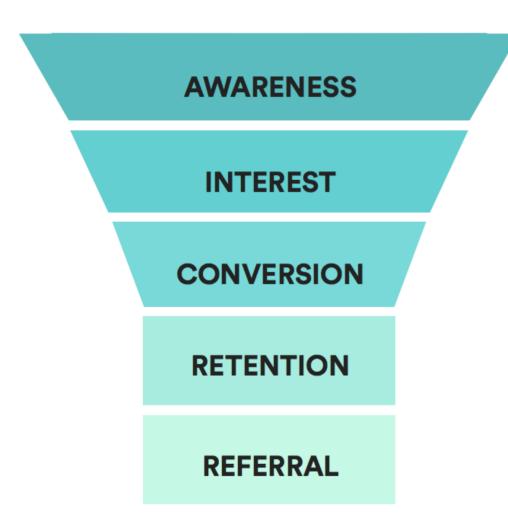


The Objective First Campaign Framework Is Here to Help





Marketing objectives are typically rooted in the funnel.



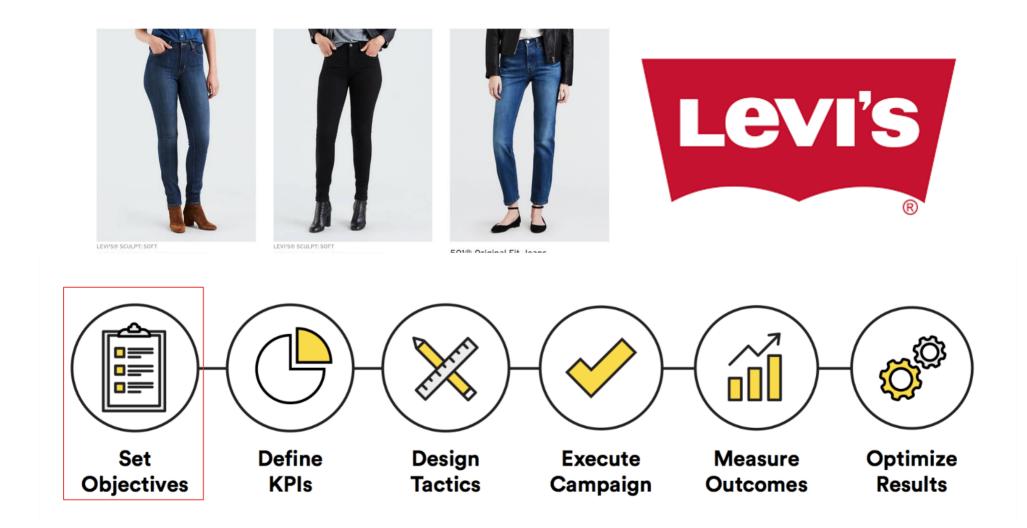
- Brand Marketing:

 "I want to make people aware and excited about what we have to offer!"
- Customer Acquisition:
 "I want to grow my bottom line by gaining new customers."
- Retention and Loyalty:
 "I want to engage my customers and get them to buy more!"



Primary Objective:

Our goal this quarter is to sell **50,000 pairs** of the new women's denim styles for Levi's. We also have a marketing budget of **\$500,000**





Primary Objective:

What's your marketing objective? Help: Choosing an Objective Consideration Conversion **Awareness** Brand awareness Traffic Conversions * Reach Engagement Catalog sales App installs Store visits Video views Lead generation



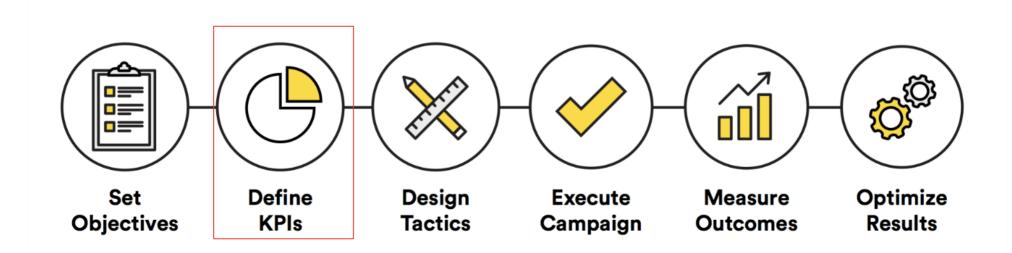
Primary Objective:

What's your marketing objective? Help: Choosing an Objective Consideration Conversion **Awareness** Conversions Brand awareness Traffic Reach Catalog sales Engagement App installs Store visits ■ Video views Lead generation



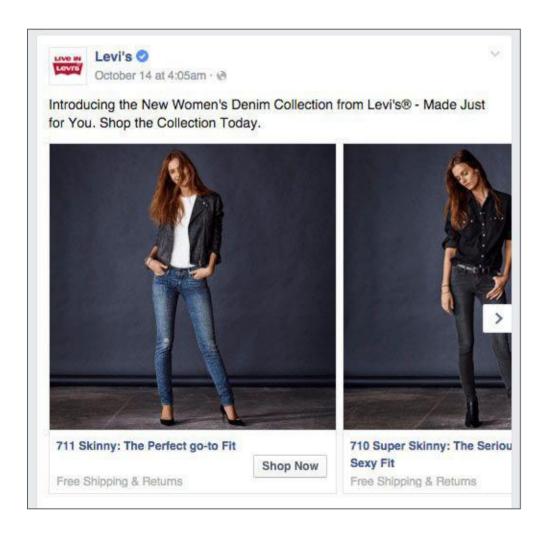
What is a KPI? A <u>Key Performance Indicator</u> is a metric that helps you understand actual performance against pre-set business objectives.

Choose 1 primary KPI and 1-3 secondary KPI's





What can we measure?



Levi's Facebook Ad KPIs:

- Click-through Rate (CTR)
- **Cost Per Click (CPC) Cost Per Click (CPC)**
- **▶**Conversion Rate (CR)
- Cost Per Acquisition (CPA)



Optimization for Ad Delivery 1

Conversion window

Bid Strategy 1

When You Get Charged 1

Conversions **▼**

Conversions (Suggested Option)

We'll deliver your ads to the right people to help you get the most website conversions.

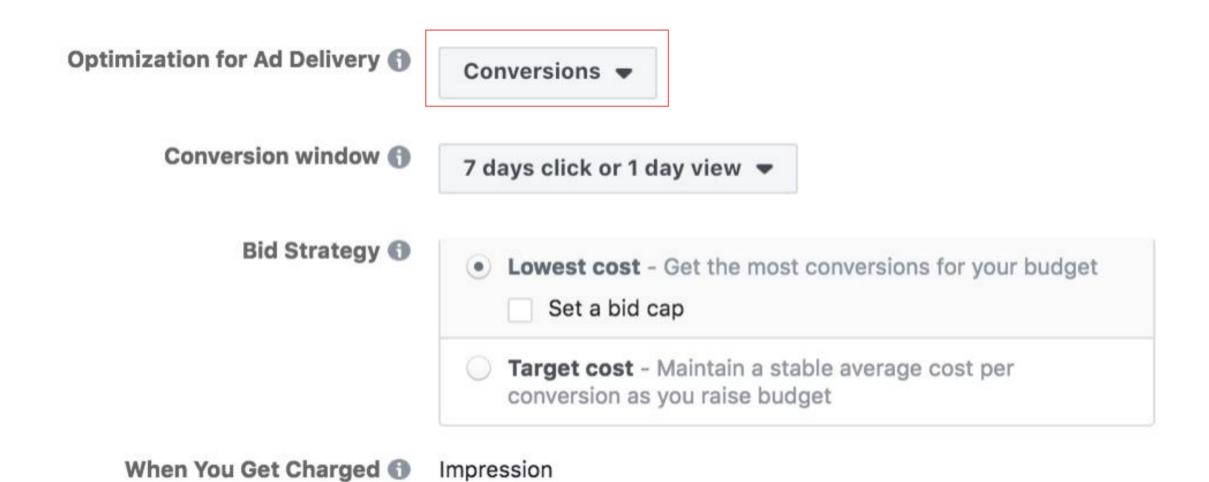
Landing Page Views

We'll deliver your ads to people who are more likely to click on your ad's link and load the website or Instant Experience.

Other Options

Link Clicks, Impressions and Daily Unique Reach







Our goal this quarter is to sell 50,000 pairs of the new Levi's Athletic Fit style.

Ad Budget: \$500,000

Cost per Acquisition (CPA) = Amount Spent (ad budget) / Acquisitions (orders)

Target Cost per Acquisition = \$500,000 (ad budget) / 50,000 (orders)

Target Cost per Acquisition = \$10 (or less)



Referring back to our target CPA of \$10 - how could we get this even lower?

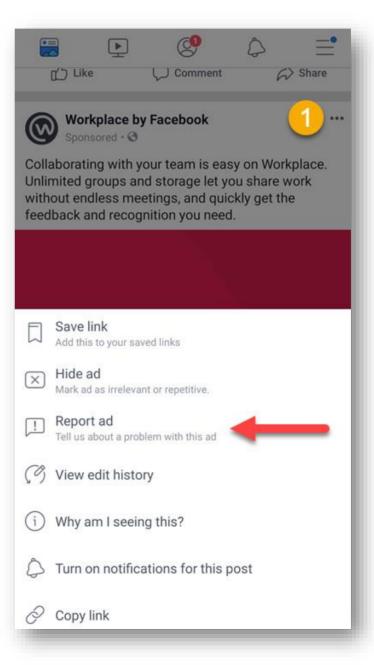
- Click-through Rate (CTR)
- Cost per Click (CPC)
- Conversion Rate (CVR)
- Cost per 1,000 impressions *or a million (CPM)



Referring back to our target CPA of \$10 - how could

we get this even lower?

Cost per 1,000 impressions*or a million (CPM)





Design Tactics

How should be design this campaign?

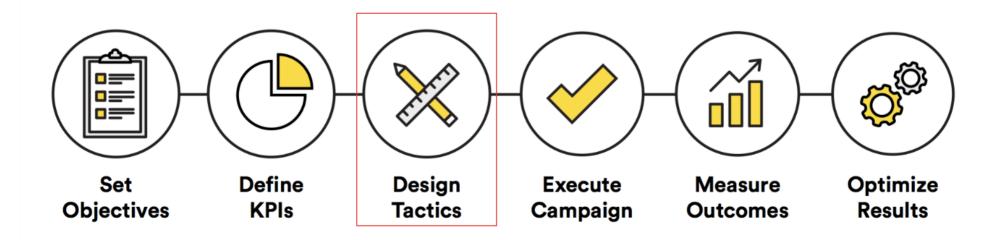
Bidding strategy

Audience Targeting

Devices

Platform

Creative





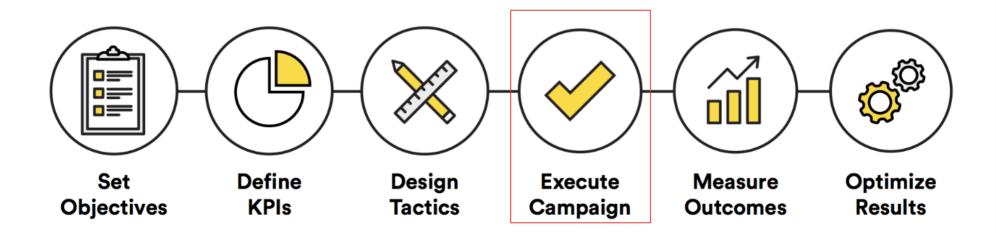
Campaign Execution

How is the campaign actually going live?

Who is setting up the campaign?

When is launching and how long is it running for?

What processes do you have as you execute?





Measure Outcomes

How did the campaign perform?

63,000 units sold, spent \$500,000

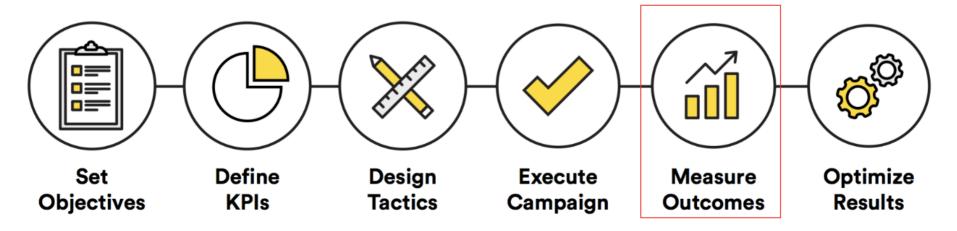
Primary KPI: CPA = ?

Secondary KPIs:

-CTR = 2.5%

-CPC = \$0.56

-CVR = 2.2%





Optimize Results

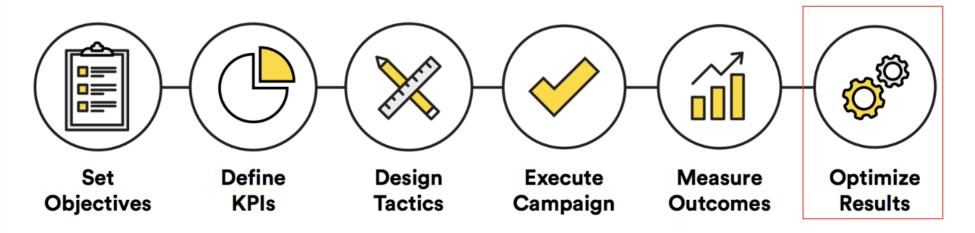
What should we look at when analyzing performance?

Demographic (Age/Gender)

Geographic

Platform/Device

Time Period





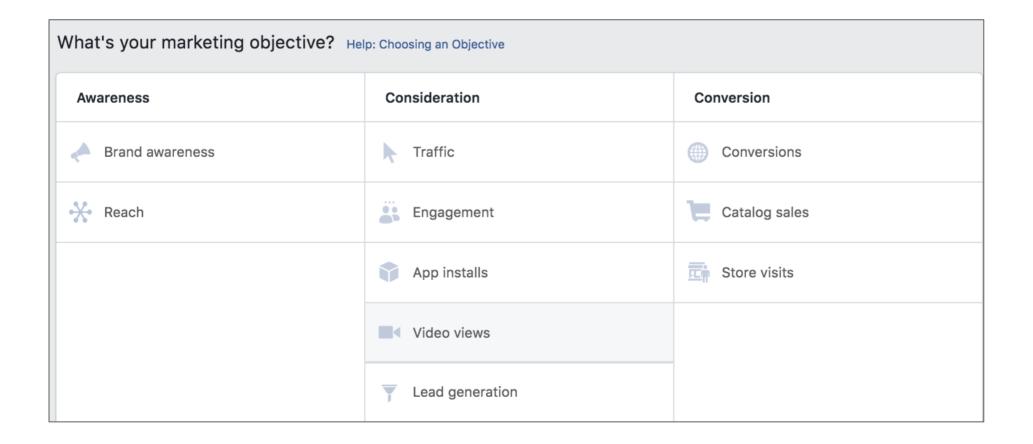


Activity: Putting Your Facebook Ad Knowledge To The Test!

Guided Walk-Through: Drafting a Campaign in Facebook

Let's create a Facebook campaign shell!

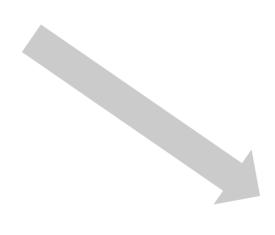
https://www.facebook.com/adsmanager/creation/

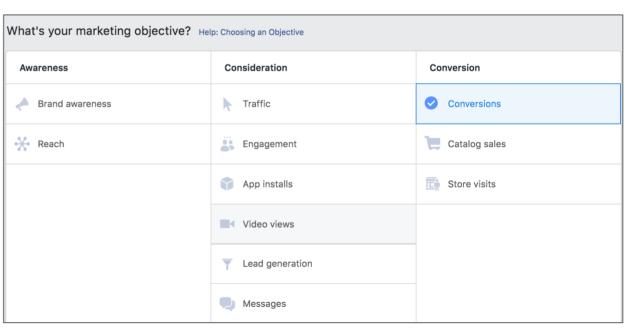


Solo Exercise: Defining Your Business Objectives + KPIs

Directions: Take 5 min and brainstorm the following for a potential Facebook ad campaign you would run for your company.

- 1. Overall business objective
- 1. Primary KPI (1) and Secondary KPI's (1-3)
- 1. Facebook Ad Campaign Objective







Audience Targeting Basics

Facebook Targeting Capabilities

Facebook targeting is some of the best in the industry:

- Detailed targeting: demographics, behaviors, interests
- Age
- Gender
- Language
- Connections

General Targeting Possibilities

Demographic

I.e., gender, age, education

Geographic

Through IP location or beacons

Contextual

Based on what's being viewed

Customer Relationship

Through first-party data

Interest

I.e., Shopping & Fashion, Outdoor Sports

Behavioral

I.e., purchase behaviors

Time/Event

Time of day-, week-, or event-driven

Device

I.e., mobile, web, iPhone

Thanks, Cambridge Analytica.

Example Customer Persona:

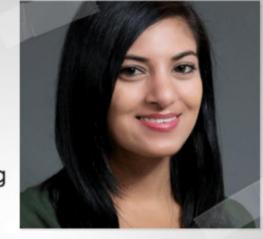
- Female
- Age 25-40
- Lives in Los Angeles, New York, Chicago,
 Seattle, Boston, Austin
- College educated
- Business Traveler
- Interested in: Tech blogs, travel, dining out
- iOS user

Rachel Small Business Owner

- Social Media Marketing
- · Key decision-maker

Demographics

- Age 32-39
- · Skews female
- \$90,000/yr
- Urban location
- Master's degree
- · Married, no kids



Goals and Challenges

- · Save time online
- · Find interesting content to share
- · Maximize social media resources

How we can help

- · Schedule posts to a queue
- Content suggestions

https://buffer.com/library/marketing-personas-beginners-guide

Example Customer Persona:

DEMOGRAPHIC information:

- Age 46
- \$103,000 annual salary
- BSN from UC Davis
- MHA from Walden University (online degree)
- Married, two kids
- Worked in a large hospital system in CA after nursing school

THE PROBLEMS she has that IHI solves:

- "I need to balance cost cutting with maintaining quality and it's very complex."
- "Getting adoption of best practices is slow and not uniform."
- "I would love to be seen as more of a 'goto' leader within the larger organization."

ONE DAY in the life:

- · Attends lots of face-to-face meetings
- Conducts office hours in ICU to give nurses and physicians time with her during the week.
- Handles a significant amount of paperwork related to regulation and compliance
- Has to be "on call" for scheduling and staffing issues at any hour of the day

Her VALUES AND GOALS:

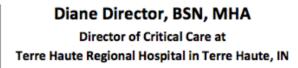
- Son is a junior in high school and her daughter will be a freshman next year; family prioritizing their finances to pay for college
- Prides herself on staying on top of emails and being responsive to all levels of her organization and team
- Strong advocate for work-life balance in the office but often works several hours in the evening except for Friday and Saturday
- Attends church regularly
- Encourages her staff to grow professionally

Her main INFO SOURCES and WATERING HOLES:

- SCCM enewsletter
- ICU Director magazine
- · Office hours in departments
- Hospital cafeteria
- After work socialization with department staff on a monthly basis
- Informal chats with former colleagues in CA hospital system
- IHI Quality Innovators LinkedIn group. Hasn't posted yet; looks through ICU-relevant posts.
- Member of AACN

THE EXPERIENCE SHE WANTS when seeking out IHI products or services:

- Wants to be able to read comments and feedback on the IHI programs in the way that she reads Yelp reviews of restaurants
- Would like to conduct a "chat" when she is deciding whether or not to sign up for a program
- Wants to be recognized as a "fan" of IHI even if her attendance level is not what we consider high. She was an enthusiastic OS participant when she got her MHA in 2009.



Their ROLE AND LEVEL SENIORITY in detail:

- Reports to VP of Patient Care Services.
- Administrative responsibilities for a 32 bed ICU unit, 35 bed CVICU unit, and 4 cardiac inpatient units.
- Has budgeting power for 300 FTE staff ICU

Her most **COMMON OBJECTIONS** to IHI's products or services:

- Needs cost cutting guidance; doesn't know if Bedside to Balance Sheet is for her
- Wants more content on culture change that could enhance process improvements
- Needs more material on how to get senior leadership behind her efforts; mobility in the ICU was treated as an experiment in the eyes of the VP of Patient Care, not a way forward.
- RNs only get \$500 a year in pro. development funds for non-degree programs; puts IHI content out of reach for her staff.

IHI Areas of Focus that she would be interested in: Quality, Cost, Value / Patient Safety

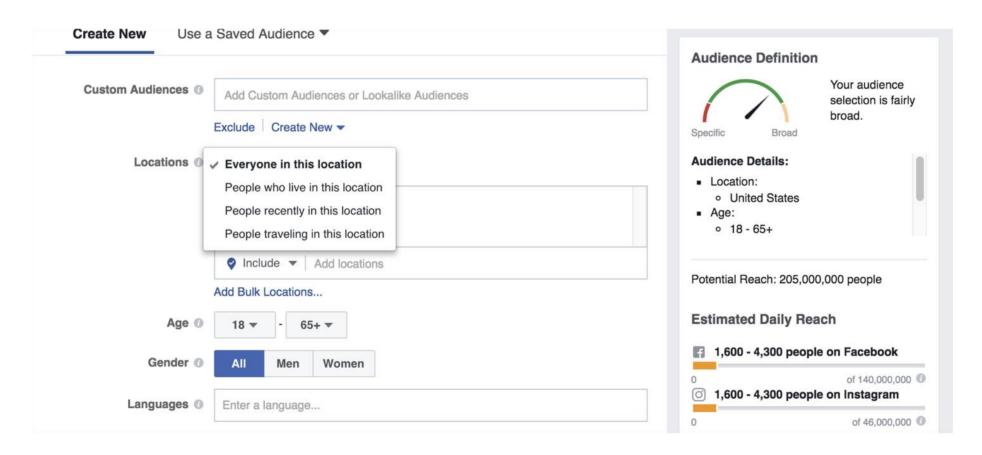
IHI Rings she would engage in (by %): Innovate (5%), Demonstrate Results (15%), Build Capability (75%), Disseminate Knowledge (5%)

IHI programs she has attended/resources used: OS courses, Rethinking Critical Care seminar, Survey Design W+A, WIHI broadcasts on ICU subject matter

Guided Walk-Through: Targeting a Persona on Facebook

Let's target a persona on Facebook!

https://www.facebook.com/adsmanager/creation/





Partner Exercise: Target a Persona on Facebook



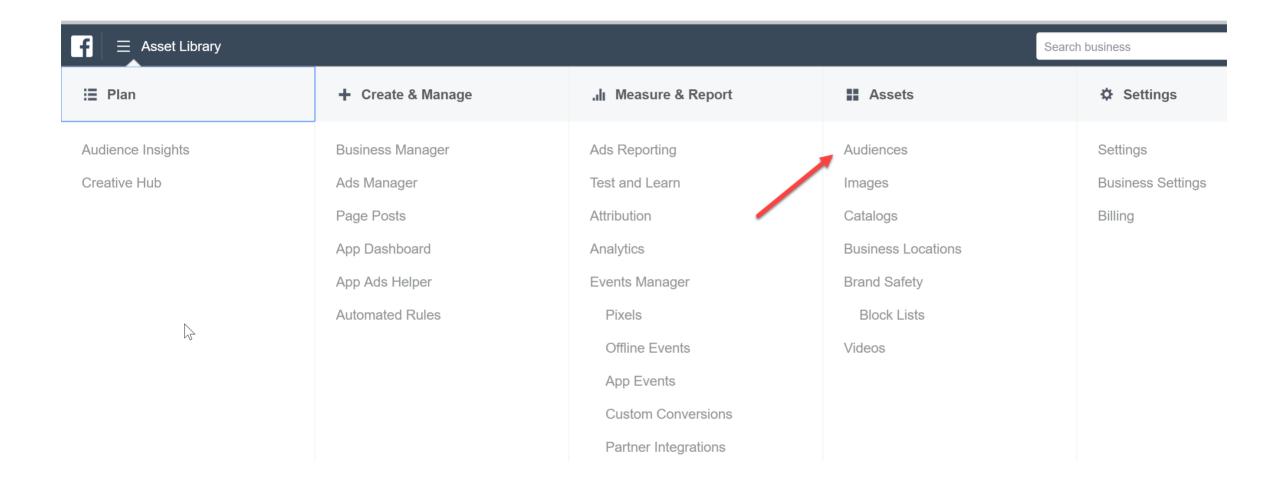
- We run a travel business that wants to sell an upcoming trip to London to young singles.
- Our business is headquartered in NYC but we have trips leaving from San Francisco, Seattle, and Austin, TX as well.
- The vacation package is not cheap so not everyone can necessarily afford it.
- Based on these criteria try to come up with a Potential Reach of 50,000 Facebook users.
- Remember, in order to get close to the goal you can make your own changes and assumptions BUT ultimately the audience profile should closely match people who would possibly be interested in taking this trip.
- Take a screenshot of your targeting parameters and be prepared to share how you targeted and why.





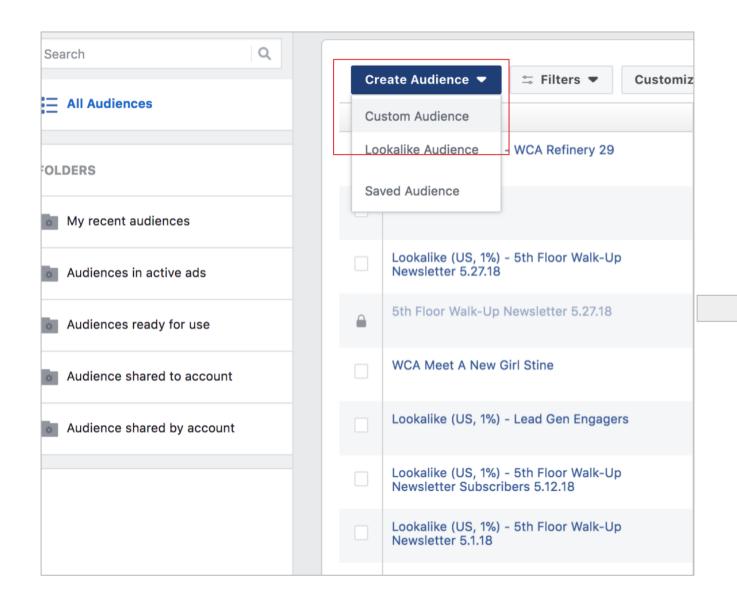
Advanced Facebook Audiences

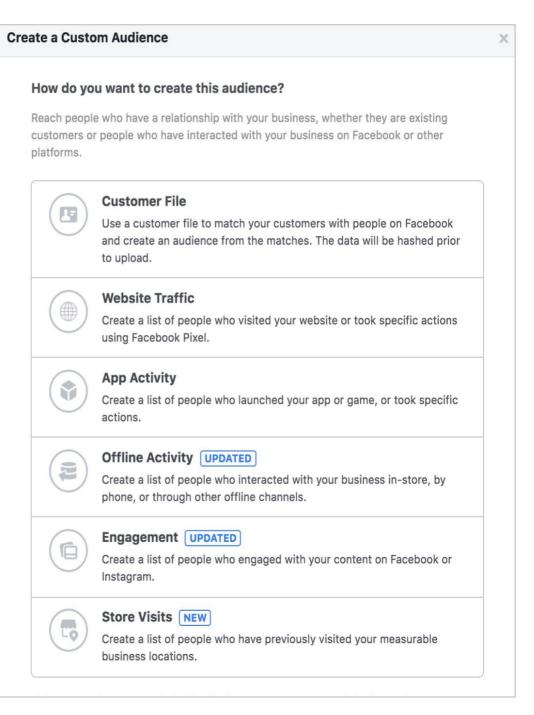
Creating A Custom Audience In Facebook



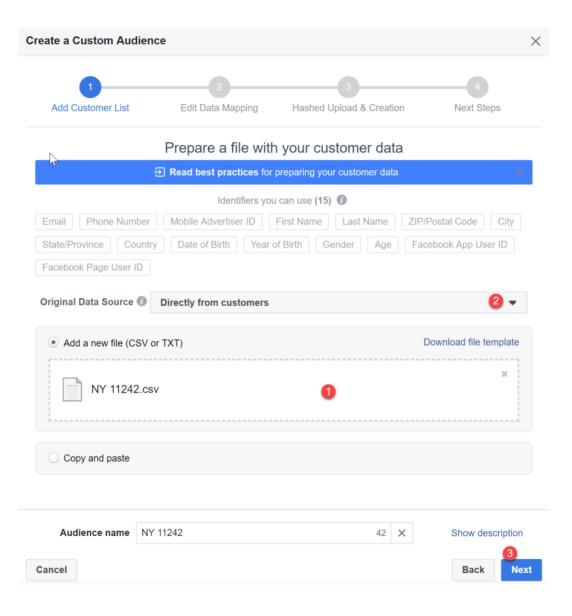


Creating A Custom Audience In Facebook





Creating A Custom Audience In Facebook



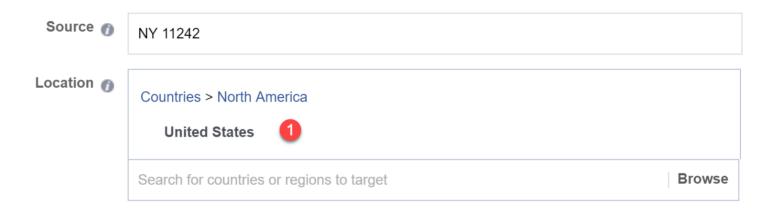


Creating Look-a-like Audiences

Create a Lookalike Audience

X

Find new people on Facebook who are similar to your existing audiences. Learn more.





Resulting audiences

Estimated reach

Lookalike (US, 1%) - NY 11242

2,140,000 people

Audience size ranges from 1% to 10% of the total population in the countries you choose, with 1% being those who most closely match your source.

Show Advanced Options ▼







Ad Creative Basics

Components of a Facebook Ad

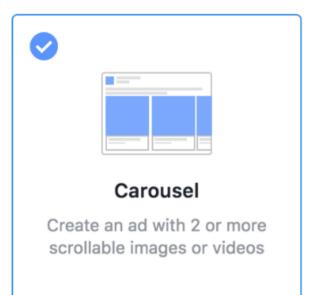
Ad Format	Ad Visual	Ad Copy	Call to Action
Video	Video	Text	Learn more
Image	Images	Link	Sign up
Carousel		Headline	
Slideshow		News feed description	

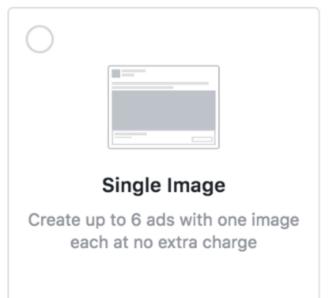


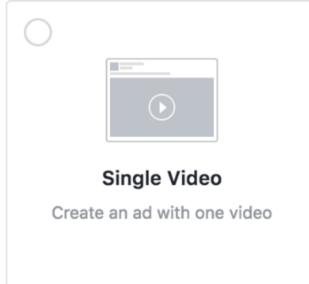
Ad Format

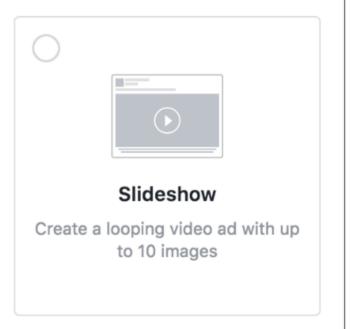
Format

Choose how you'd like your ad to look.

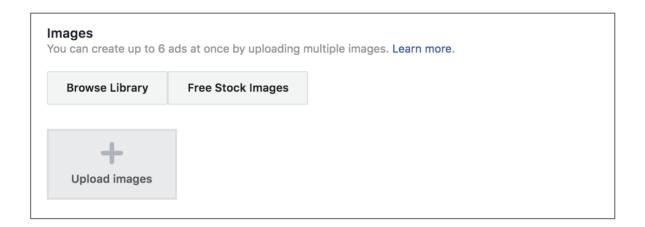


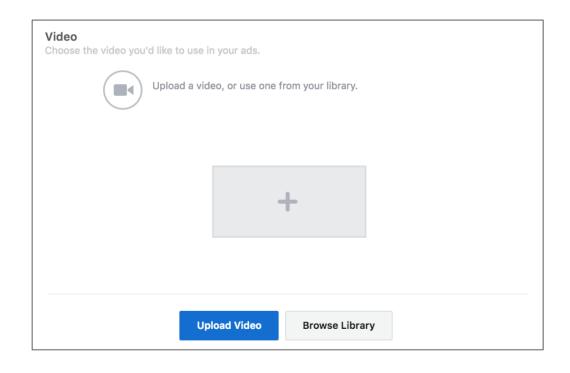


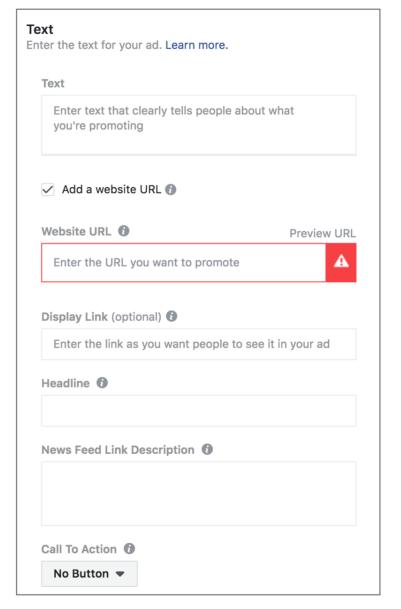




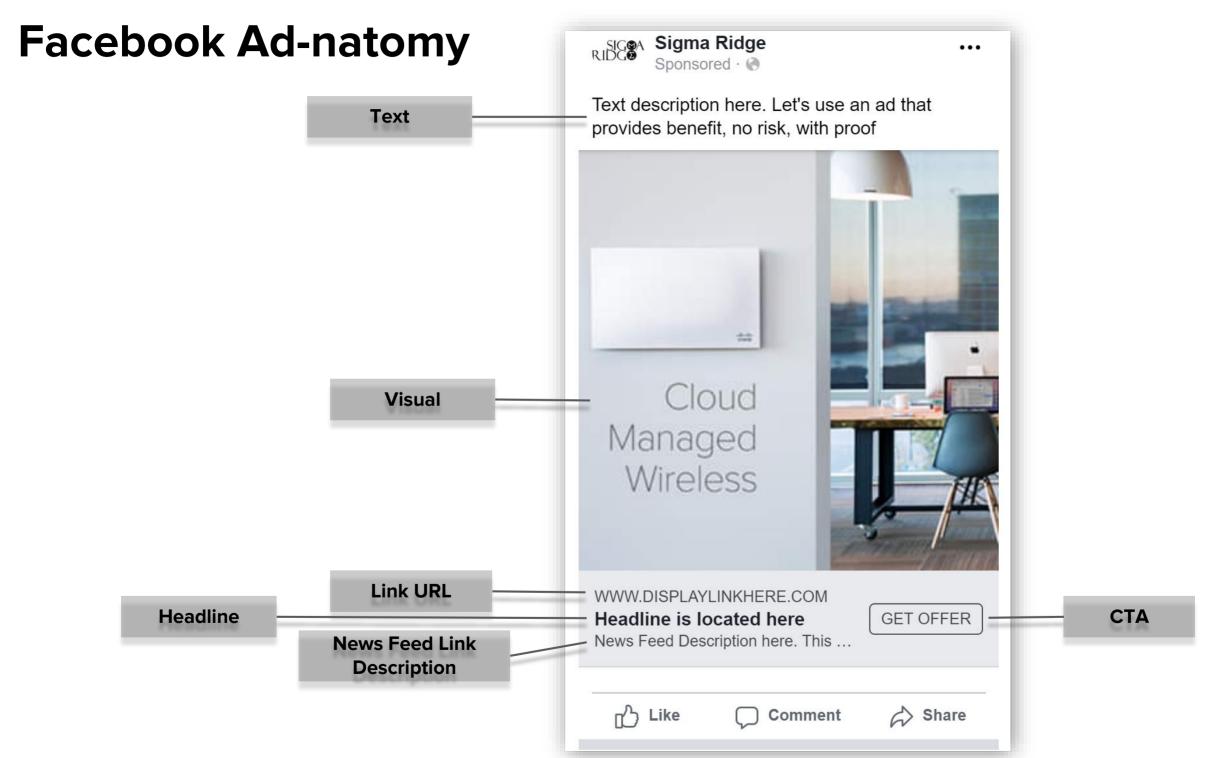
Ad Creative: Visual & Copy & CTA











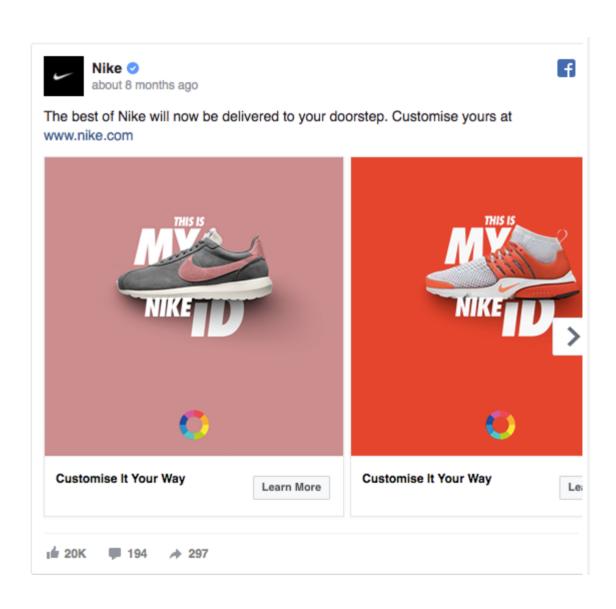




Discussion

What Do You Think Of This Ad?





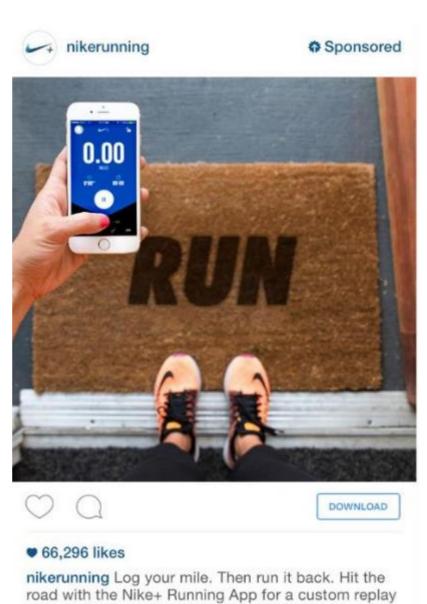




Discussion

What Do You Think Of This Ad?





of your #fastestmile with Google Street View.





What Do You Think Of This Ad?









Guided Walk-Through: Create a Facebook Ad



Let's do this!

We'll walk through creating a Facebook ad:

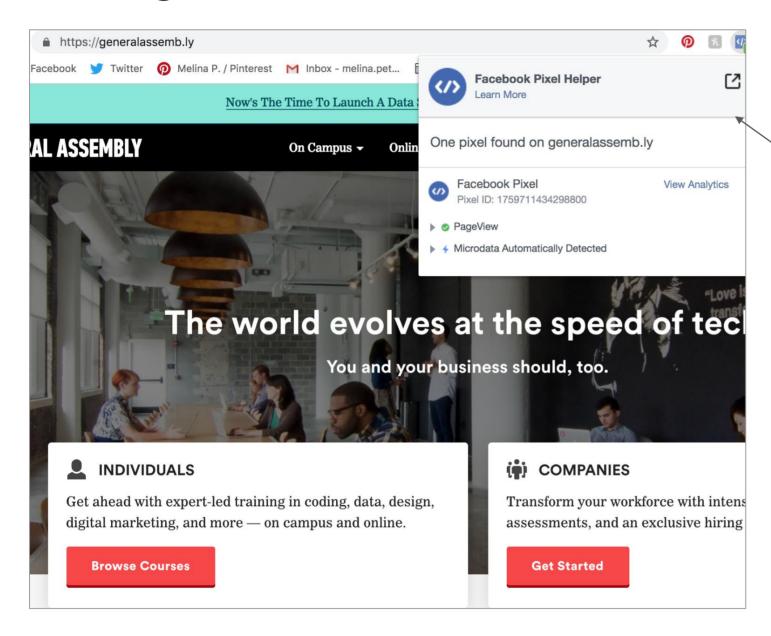
- **Format**
- Creative
- Text
- CTA





Tracking Fundmentals

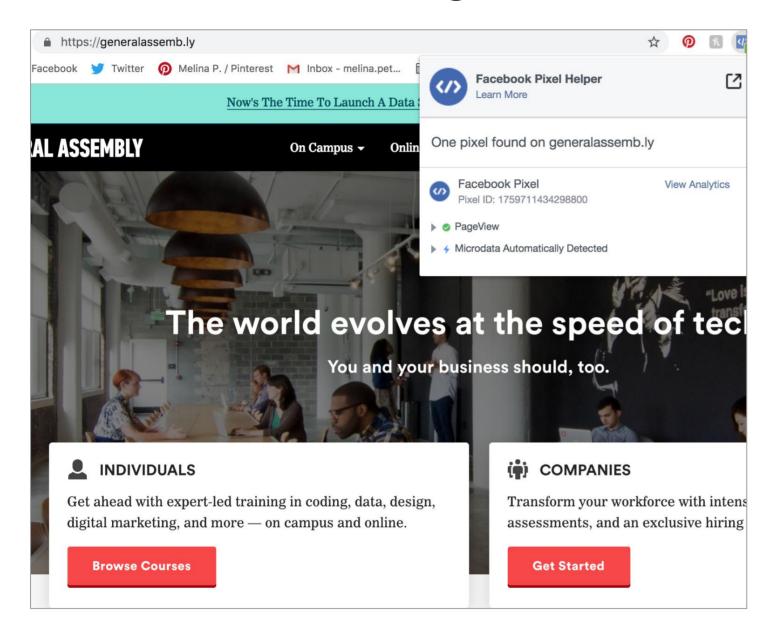
First Things First...



Do you have the Facebook pixel?



Facebook Pixel Tracking

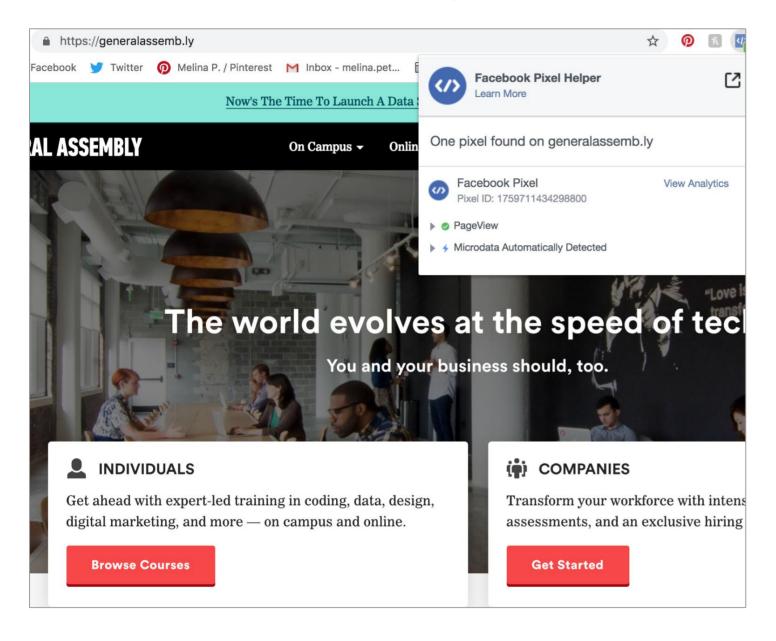


What can you track?

- Website Visitors
- Site Actions
- Online Conversions



Facebook Pixel Tracking



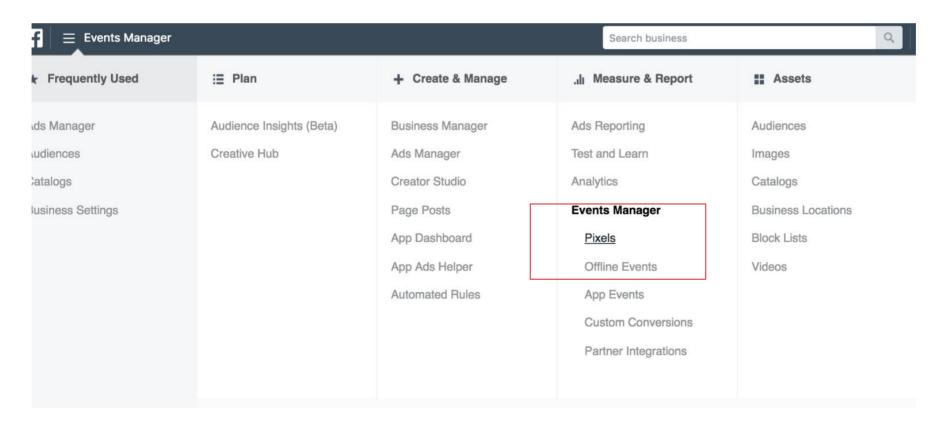
What does that mean when it comes to targeting?

 You can retarget users that have browsed or bought on site



Facebook Pixel Set-Up

- First, download Facebook Pixel Helper add-on to see on your site
 - If yes, look at the pixel ID # and confirm that you have access to that pixel # in your Facebook Business Manager!
- If no pixel, set one up in Business Manager and add the code to your site.

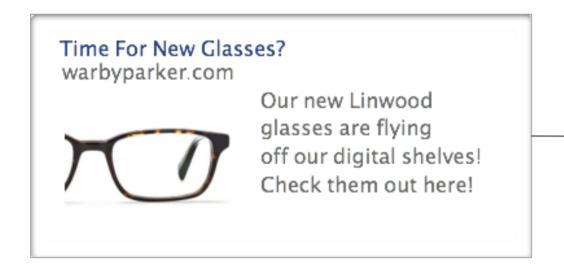


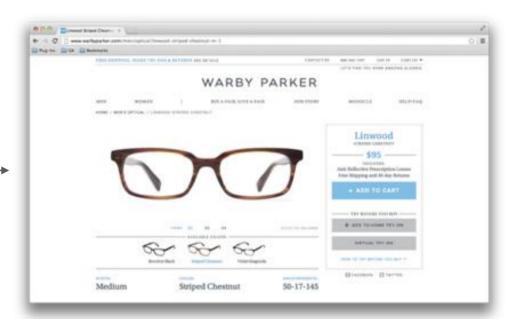




UTM Codes

Link Tracking





HTTP://WWW.WARBYPARKER.COM/MEN/OPTICAL/LINWOOD-REVOLVER-BLACK-M

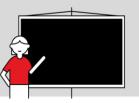
VS

HTTP://WWW.WARBYPARKER.COM/MEN/OPTICAL/LINWOOD-REVOLVER-BLACK-

M?utm_source=facebook&utm_medium=facebook-right-hand-rail&utm_campaign=facebook-product-feed-

retargeting

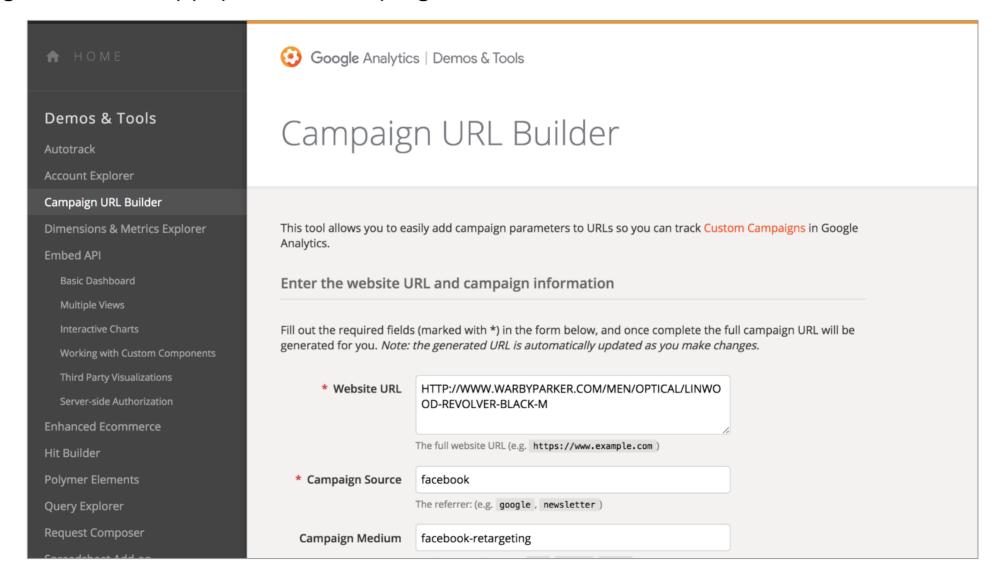




Guided Walk-Through: Google URL Builder



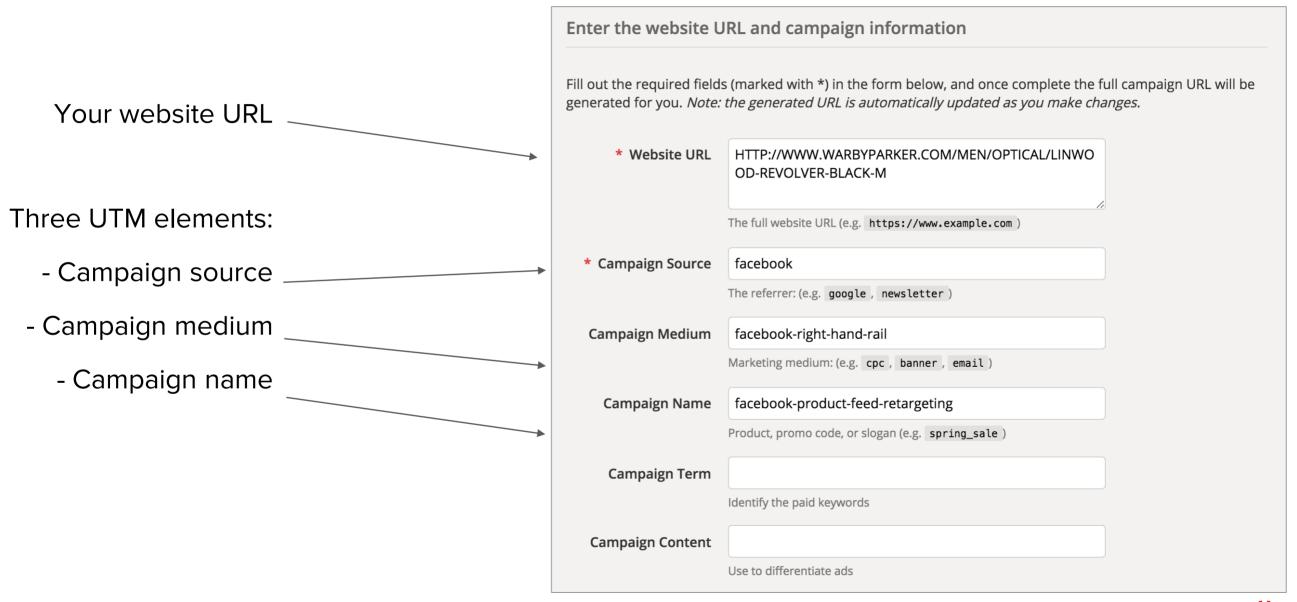
Link: https://ga-dev-tools.appspot.com/campaign-url-builder/





UTM Codes – How to Create Your Own

You need the following to create your tagged URL:





UTM Code Principles

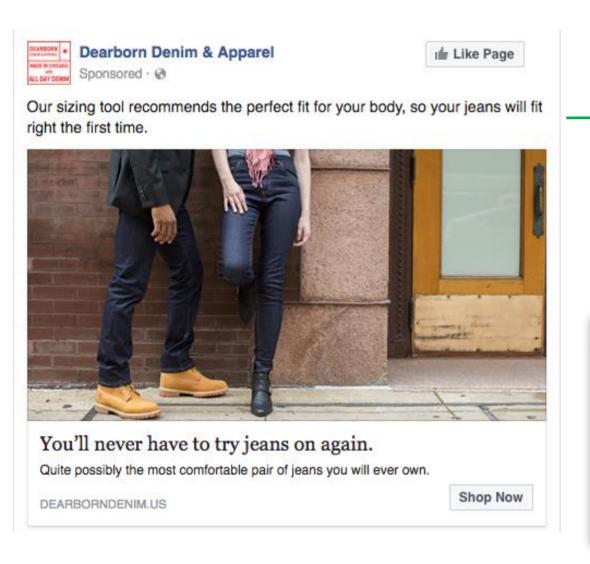
- Before you deploy any campaign, creative, email, or link, make sure you are adding tracking.
- UTM codes are only helpful if people are actually looking at the reports after you deploy them.
- Any UTM code you add to a URL will override the "source" in Google Analytics. For example, without a UTM code, traffic from Reddit would appear as "reddit.com." However, if you added "source=reddit_blog," Reddit would then show as "reddit_blog" in Google Analytics.

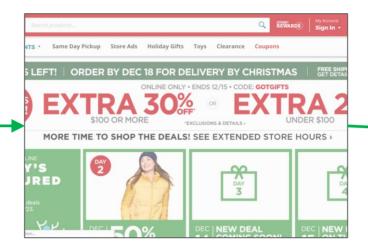




Landing Page Experience

Conversion Funnels Are Made of Micro- and Macro-Goals





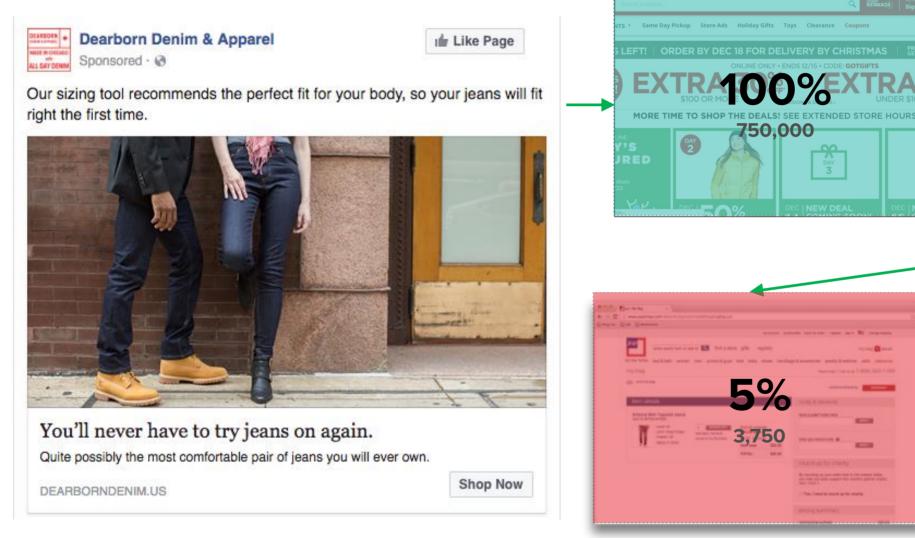


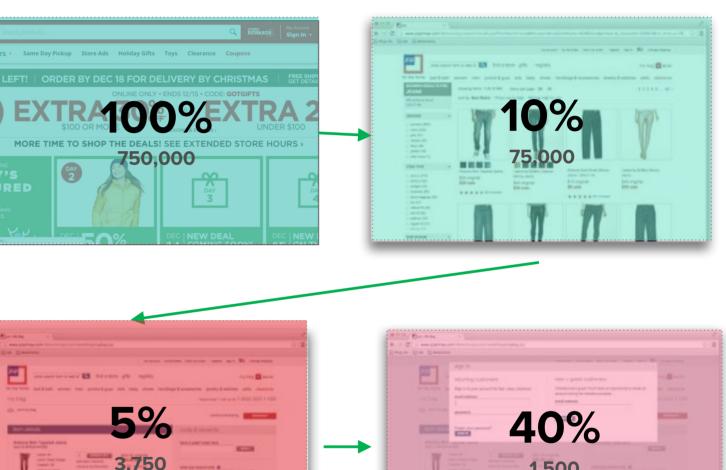






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Test Your Knowledge

Solo Exercise: Create an Ad Campaign

Directions: Take 20 min and create a full ad campaign in Facebook Ads Manager:

Create Campaign

Choose objective + set spending limit

Create Ad Set

- Input targeting (audience)
- Choose flight dates
- Determine budget (daily or lifetime)
- Choose placements (FB, IG, Messenger, Audience Network)
- Choose optimization

Create an Ad

- Choose an image
- Choose a CTA + ad copy
- Choose a landing page
- Choose your tracking parameters

Key Takeaways:

- 5 pillars of Facebook advertising (Objective, Audience, Bid, Creative, Analysis)
- Audience targeting capabilities
- The components of a Facebook ad + best practices
- How to measure success

