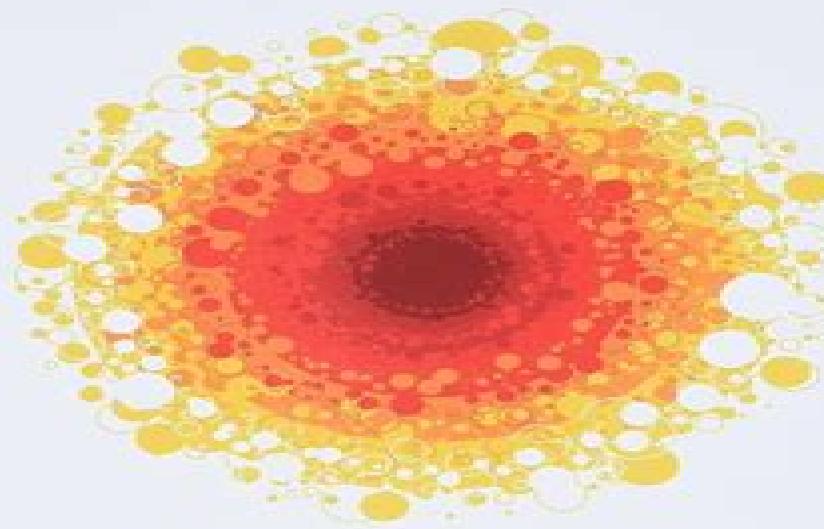


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Web Analytics 2.0

THE ART OF ONLINE ACCOUNTABILITY
& SCIENCE OF CUSTOMER CENTRICITY

Web Analytics 20 The Art Of Online Accountability And Science Of Customer Centricity

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Electronic Government and

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ANALYTICS: AN HOUR A DAY (With CD) Avinash Kaushik,2007-06-18 Written by an in the trenches practitioner this step by step guide shows you how to implement a successful Web analytics strategy Web analytics expert Avinash Kaushik in his thought provoking style debunks leading myths and leads you on how to gain actionable insights from your analytics efforts It also tells how to move beyond click stream analysis why qualitative data should be your focus and more insights and techniques that will help you develop a customer centric mindset without sacrificing your company s bottom line A Brief History Of Web Analytics Current Landscape And Challenges Traditional Web Analytics Is Dead What Web Analytics Should Be Understanding The Data Landscape Clickstream Data Outcomes Data Research Data Competitive Data The Essence Of Customer Centricity Lab Usability Testing Heuristic Evaluations Site Visits Follow Me Home Studies Surveys Questionnaires Summary Focus On Customer Centricity Solve For Business Questions Follow The 10 90 Rule Hire Great Web Analysts Identify Optimal Organizational Structure And Responsibilities Capturing Data Web Logs Or Javascript Tags Selecting Your Optimal Web Analytics Tool Understanding Clickstream Data Quality Implementing Best Practices Apply The Three Layers Of So What Test Week 1 Preparing To Understand The Basics Week 2 Revisiting Foundational Metrics Week 3 Understanding Standard Reports Week 4 Using Website Content Quality And Navigation Reports Prerequisites And Framing Week 1 Creating Foundational Reports E Commerce Website Jump Start Guide Support Website Jump Start Guide Blog Measurement Jump Start Guide Week 4 Reflections And Wrap Up Week 1 Performing Internal Site Search Analytics Week 2 Beginning Search Engine Optimization Week 3 Measuring SEO Efforts Week 4 Analyzing Pay Per Click Effectiveness Week 1 Email Marketing Fundamentals And A Bit More Week 2 Email Marketing Advanced Tracking Weeks 3 And 4 Multichannel Marketing Tracking And Analysis Weeks 1 And 2 Why Test And What Are Your Options Week 3 What To Test Specific Options And Ideas Week 4 Build A Great Experimentation And Testing Program Week 1 Leveraging Benchmarks And Goals In Driving Action Week 2 Creating High Impact Executive Dashboards Week 3 Using Best Practices For Creating Effective Dashboard Programs Week 4 Applying Six Sigma Or Process Excellence To Web Analytics Competitive Intelligence Analytics Web 20 Analytics Path Analysis What Is It Good For Absolutely Nothing Conversion Rate An Unworthy Obsession Perfection Perfection Is Dead Long Live Perfection Real Time Data It s Not Really Relevant And It s Expensive To Boot Standard Kpis Less Relevant Than You Think Unlock The Power Of Statistical Significance Use The Amazing Power Of Segmentation Make Your Analysis And Reports Connectable Use Conversion Rate Best Practices Elevate Your Search Engine Marketing Pay Per Click Analysis Measure The Adorable Site Abandonment Rate Metric Measure Days And Visits To Purchase Leverage

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Search Log Analytics Conclusion Key Terms Blogs for Further Reading References [Actionable Web Analytics](#) Jason Burby,Shane Atchison,2007-05-04 Knowing everything you can about each click to your Web site can help you make strategic decisions regarding your business This book is about the why not just the how of web analytics and the rules for developing a culture of analysis inside your organization Why you should collect various types of data Why you need a strategy Why it must remain flexible Why your data must generate meaningful action The authors answer these critical questions and many more using their decade of experience in Web analytics [**Harnessing the Power of Social Media and Web Analytics**](#) Ayanso, Anteneh,Lertwachara, Kaveepan,2014-02-28 Social media has opened several new marketing channels to assist in business visibility as well as provide real time customer feedback With the emergence of new internet technologies businesses are increasingly recognizing the value of social media and web presence in the promotion of their products and services Harnessing the Power of Social Media and Web Analytics documents high quality research to empower businesses to derive intelligence from social media sites These emerging technological tools have allowed businesses to quantify understand and respond to customers conversations about their corporate reputation and brands within online communities This publication is ideal for academic and professional audiences interested in applications and practices of social media and web analytics in various industries [Cult of Analytics: Driving Online Marketing Strategies Using Web Analytics](#) Steve Jackson,2009-06-04 If you want to understand and get true value from your online content you need to understand how it is used by your customers If you work with web analytics and online search optimization this book will provide you with the tools and insight you need to do just that Even more it will give you an actionable plan to transform the culture of your organization into one that uses web analytics on a daily basis focusing on real changes you can make to your department and processes to transform the way your business works With examples from dozens of companies ranging from small businesses to consumer sites like Amazon to some of the largest companies in the world including Tesco and Google Cult of Analytics demonstrates just how to apply web analytics to your business [Web Analytics Demystified](#) Eric T. Peterson,2004 [**Web Analytics Action Hero**](#) Brent Dykes,2011-11-12 Companies need more than just web analysts and data savvy marketers to be successful they need action heroes While most of us never battle evil scientists or defuse nuclear warheads successful web analysts benefit from the same attributes that fictional action heroes embody As a web analyst your main goal is to improve your organization's online performance You can become an action hero by translating analysis insights into action that generates significant returns for your company How you approach analysis is critical to your overall success In this book web analytics expert Brent Dykes addresses the unique challenges facing analysts and online marketers working within small and large companies teaching you how to move beyond reporting and toward analysis to drive action and change Taking a principle based rather than a tool specific approach Brent introduces you to the Action Hero Framework that breaks down the analysis process into three key stages Prioritize what to analyze Analyze how to analyze and Mobilize how to drive action

And he reinforces these topics with real world examples and practical tips from seasoned analysts at leading companies Defines the type of environment in which action heroes thrive not just survive as well as how to defeat the villains of web analytics that stand in the way Arms web professionals with a strategic framework for executing online analysis as well as an arsenal of analysis techniques Reveals how companies need to be both data driven and action agile to drive business value from web analytics For more action hero resources and information check out the book s companion site at www.Analyticshero.com The ideas in this book will take you days or even weeks to work your way through and they fly in the face of the emotional approach to marketing The question is would you rather have your competition lead the way with data and science when it comes to reaching your market or are you going to go first That s how it is with action heroes no guts no glory Seth Godin Author We Are All Weird Don t let the jaunty breezy style of this book throw you off Brent successfully and entertainingly packs years of experience into these pages along with case studies and insightful help on getting the most out of web analytics adding value to your company and boosting your career trajectory Jim Sterne Founder of eMetrics Marketing Optimization Summit author of Social Media Metrics and Chairman of the Digital Analytics Association [Web Analytics For Dummies](#) Pedro Sostre,Jennifer LeClaire,2007-04-10 Performing your first Web site analysis just got a whole lot easier Web Analytics For Dummies offers everything you need to know to nail down and pump up the ROI on your Web presence It explains how to get the stats you need then helps you analyze and apply that information to improve traffic and click through rate on your Web site You ll discover What to expect from Web analytics Definitions of key Web analytics terms Help in choosing the right analytics approach How to collect key data and apply it to site design or marketing Techniques for distinguishing human users from bots Tips on using Google and other free analytics tools Advice on choosing pay and subscription services A detailed and accurate analysis is crucial the success of your Web site Web Analytics For Dummies helps you get it right the first time and every time [Advanced Web Metrics with Google Analytics](#) Brian Clifton,2012-03-30 This book is intended for use by customers using Google Classic Analytics and does not cover the newer Google Universal Analytics or related Google Tag Manager Google Analytics is the free tool used by millions of web site owners to assess the effectiveness of their efforts Its revised interface and new features will offer even more ways to increase the value of your web site and this book will teach you how to use each one to best advantage Featuring new content based on reader and client requests the book helps you implement new methods and concepts track social and mobile visitors use the new multichannel funnel reporting features understand which filters to use and much more Gets you up and running with all the new tools in the revamped Google Analytics and includes content requested by readers and users especially for new GA users Covers social media analytics features advanced segmentation displays multi dashboard configurations and using Top 20 reports Provides a detailed best practices implementation guide covering advanced topics such as how to set up GA to track dynamic web pages banners outgoing links and contact forms Includes case studies and demonstrates how to optimize pay

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