

### **Master Class:**

**Driving Results for Top Advertising Categories** 

### Welcome!



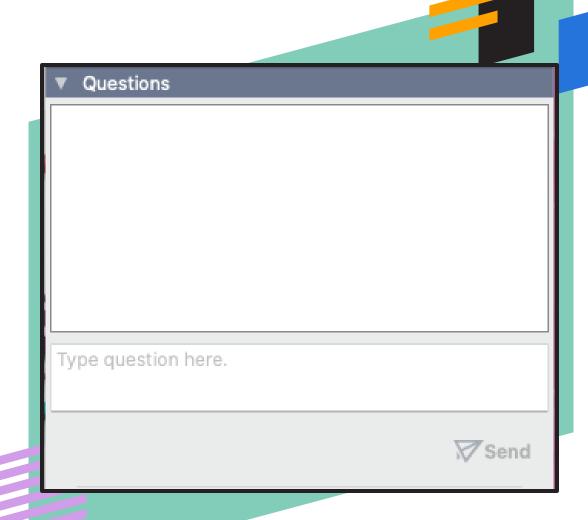
Liz Huff
Sr. Director of
Customer Success
Ihuff@uplandsoftware.com



**Ellen Trunk**Manager, Customer Success etrunk@uplandsoftware.com

# Do you have questions?

Ask in the GoToWebinar Panel during the webinar, and we will answer them at the end!



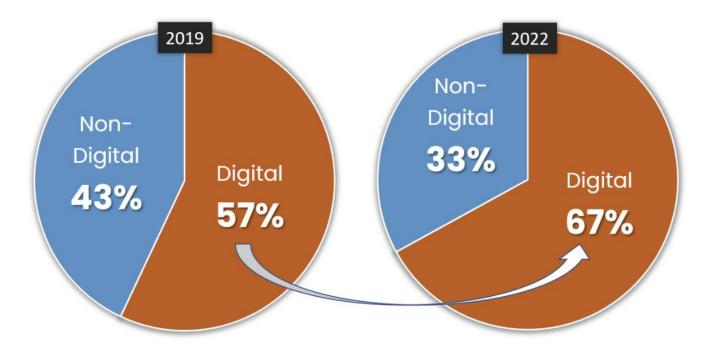


# Why Promotions for Advertisers?



### Digital Media's Share Rose 10 Points Since Pandemic

Share of U.S. Local Advertising Expenditures for Digital vs. Non-Digital Media



Source: Borrell Associates Inc., June 2022

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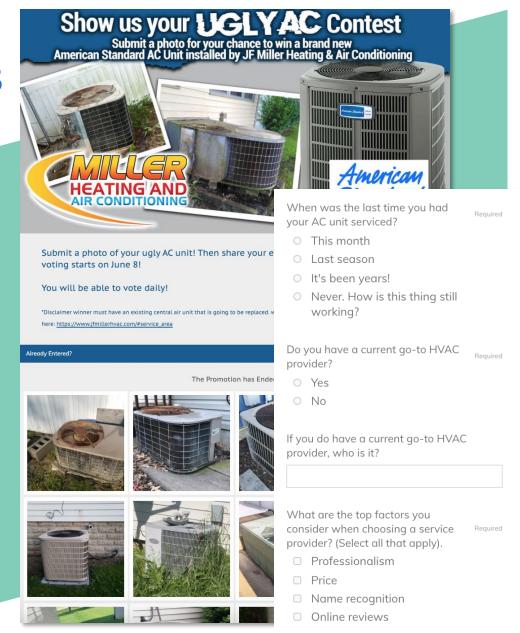
# 5 Steps to Make Your Lead-Gen Campaigns a Success



# 1. Understand the Benefits of Lead-Gen Campaigns

### **Benefits of Lead-Gen Campaigns**

- Outcomes over eyeballs
- Database growth
- Middle of the funnel solutions
- Measurable results for advertisers



### **Results Over Reach**

- This isn't about mass audience, it's about qualified leads that your advertiser NEEDS
- Actionable data for future campaigns

Are you planning to purchase or refinance your home in the next 12-months?

- Yes
- No

Are you looking for a banker that will listen to you?

- Yes
- No

Do you like getting cash back on your debit card purchases?

- Yes
- No



# 2. Understand the Advertisers to Target

## **Top Categories that Value Leads**

Home Services

Automotive

Financial

Grocery

Real Estate

Education

Healthcare

Travel

#### What's in the Guide?

From recommended CNA questions and promotion ideas to prize ideas and suggeted lead-gen questions, you'll find the answers to all this and more for over 50 top advertising categories!

#### Automotive

Aftermarket Car Wash Car Sales

#### Bridal

Florist Photography Wedding Apparel Venues

#### Education

Daycare / Early Childhood College / Higher Education Tutoring Services

#### Entertainment

Casinos Venues

#### Financial

Insurance Banks & Credit Unions

#### Food & Drink

Bars Restaurants Grocery Specialty Food

#### Healthcare

Hospitals Specialty Healthcare Urgent Care

#### Home Deck

Flooring
Garage & Driveways
HVAC
Kitchen & Bath
Landscaping

#### Pool Roof Solar Panels

Solar Panels Windows & Doors

#### Legal

Family Law Personal Injury

#### \_

Boarding Grooming Retail Veterinary Services

#### Real Estate

Apartment/Rental Companies Mortgage Companies Moving Services Residential Real Estate

#### Recreation

Golf Gyms & Fitness Hunting & Fishing Outdoor Adventure

#### Retail

Clothing Furniture Jewelry Specialty Stores Spas & Salons

#### Travel

Hotels & Lodging Local Attractions Travel Agents



### 3. Understand Client's Needs



# What Local Ad Buyers Said

"What causes you to buy from a local media company?"

- #1 High level of marketing expertise
- **#2** Partnership, not vendor attitude
- #3 Furnishes transparent mktg. plan
- #4 Thinks about my business, not theirs

Source: Borrell's April-June 2021 Survey of 2,881 local ad buyers

### **Understand Client's Needs**

- Understand the advertiser goals
- Understand their profit centers
- Be a PARTNER to your clients



### **Conduct a CNA**

- Don't reinvent the wheel, use the Seller's
   Guide
- It's all about THEM
- Listen to their focuses and goals
- Understand what is important
- Understand definition of success

#### **Customer Needs Analysis**

Company	<ul> <li>What are your main goals for the next 6 to 12 months?</li> <li>What differentiates you from other specialists in the market?</li> <li>What are your most popular services or products? Which are the most profitable?</li> <li>What is the value of a new patient to your business?</li> </ul>
Customer	<ul><li>Who is your typical patient? Who is your target audience?</li><li>What are 3-5 things you'd like to know about a new patient?</li></ul>
Marketing	<ul> <li>What past marketing campaigns have worked for you and why? And which haven't?</li> <li>What has been the most effective way to bring in new patients?</li> <li>How are you using email to communicate with customers and prospects?</li> <li>What marketing campaigns are you planning?</li> </ul>
Metrics	<ul> <li>How much does an average patient spend?</li> <li>How many leads does it take for you to convert to one new patient or one sale?</li> <li>How would you define success for a marketing campaign?</li> </ul>



### 4. How to Sell

### **Articulate the Benefits**

- Measurable results for your investment
- Incredible reach from media company
- Valuable data gathered in registration form
- Opt-in for advertiser database (Hot Leads!)



### **Build a Package**

- It's an integrated media package
  - Bundled campaign
    - Promotion
    - Email
    - Core
    - Digital
    - Social
- Show the value and investment



#### Car Lease for a Year Giveaway 3-Month Campaign

Generate leads with this 12-week multimedia campaign including print and digital ads, a lead-generating sweepstakes, and an email campaign designed to drive the best results for your business!

#### BENEFITS OF BEING A SPONSOR:

- · Multimedia campaign to build brand awareness and engagement with your target audience
- · Generate qualified leads for your business
- Grow your email database
- Gather data on your potential customers
- Drive traffic to your website

#### SPONSORSHIP PACKAGE:

- Exclusive sponsorship of Car Lease for a Year Giveaway
- · Sponsor logo on promotional elements (print, digital, social, and email) during the 12-week campaign
- Digital
  - o 50K run-of-site impressions (for your business) on newspaper.com during 12-week campaign
  - o 25K run-of-site impressions to promote contest on newspaper.com during 12-week campaign
  - Exclusive 728x90 digital ad unit on contest page
  - Three lead-generation questions on the contest registration form
  - Digital offer/coupon on the sweepstakes thank-you page
  - o Opt-in for your email database on the sweepstakes registration form
  - o Optional Facebook Like box on the sweepstakes registration form
  - Extra chance options offered:
    - Watching a 30 second commercial video
    - Opting-in to email database
    - Answering custom lead-gen questions
    - Sharing with friends via custom link
- Print
  - Quarter-page print ad (for your business) to run two times per week for 12 weeks (24 times)
  - Quarter-page print contest promotional ad to run one time per week for 12 weeks (12 times)
- Email
  - Recognition on two promotional emails to our opted-in database of 30,000 (Your Email List Size goes here)
    - One invite email to be sent at the beginning of the campaign
    - One last chance email to be sent 2 days before campaign ends
  - Thank you email sent to everyone who enters with coupon or offer from your business

PRIZE: Car Lease for a Year valued at up to \$5,000 RUN DATES: Three Month time frame goes here

ALUE: \$XXXX

INVESTMENT: \$10,000 (small market) \$25,000 (mid-size market), \$50,000 (large market)

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### MUST

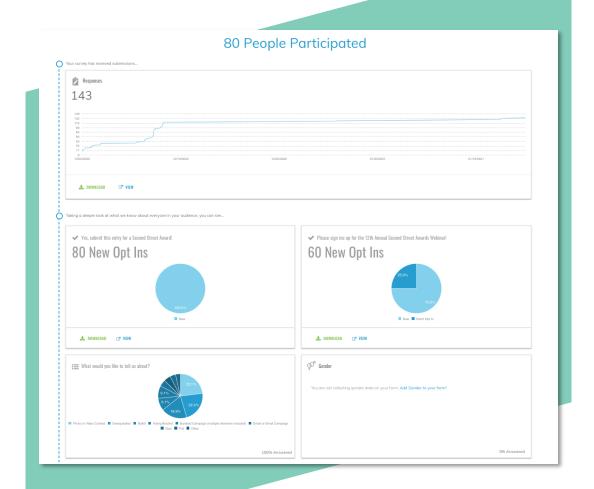
5. You <del>Should</del> Follow-Up



# You don't just follow up, you follow ALONG

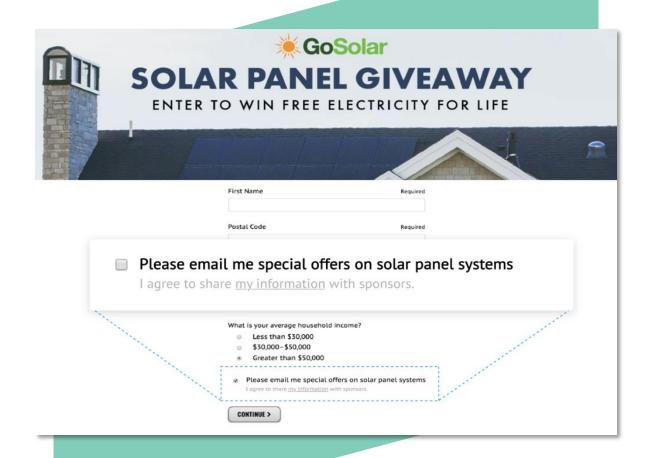
### Follow Up

- Check in regularly
- Ask Questions
  - Have they followed up with leads?
  - Any business booked?
- Provide data
  - Core + Digital Placements
  - Audience you've engaged
  - Promotion stats



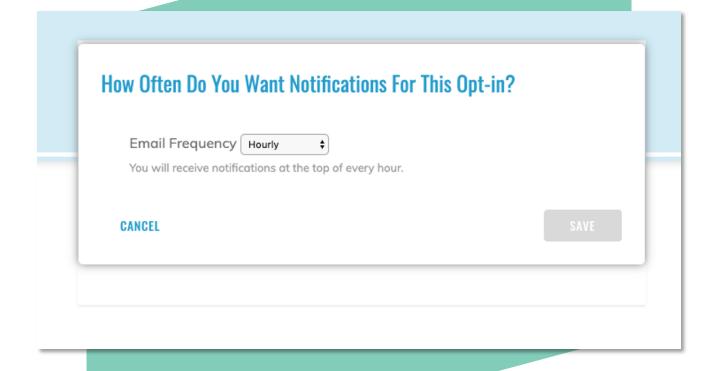
### Follow Up: Hot Leads

 Provide sponsors a timely and secure way to share leads from a promotion



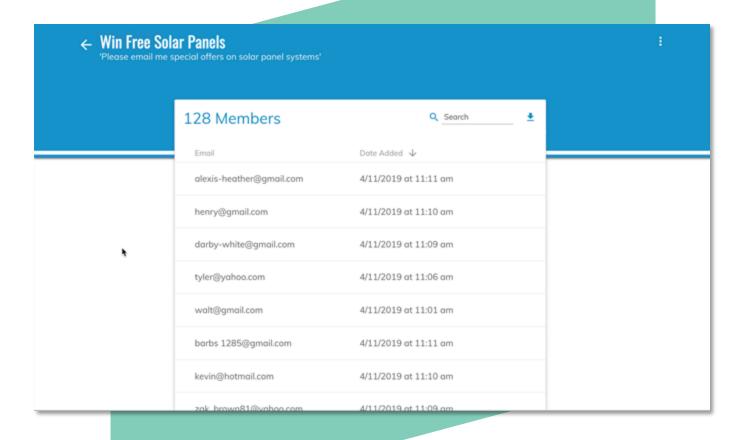
### **Follow Up: Hot Leads**

Advertisers can set up
 notifications reminding them
 of new opt-ins on an hourly,
 daily, or weekly frequency



### **Follow Up: Hot Leads**

 Notification emails include links allowing them to sign in to the platform and view the opt-ins and collected data





## **Top Lead-Gen Categories**



### **Home Services**

# Home Services Who fits in this category?

- Deck
- Garage & Driveway
- Lawn
- Pool
- Roof

- Flooring
- HVAC
- Kitchen & Bath
- Window & Door
- Painting

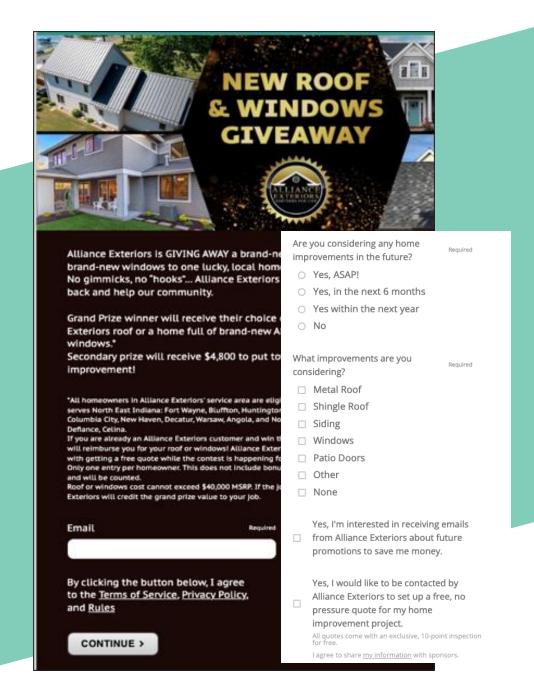
## Home Services: What are their goals?

- Branding/Awareness
- Educate Potential Customers
- Data to Qualify Leads
  - Buying Intent
  - Investment Level
  - Timeline for needing services

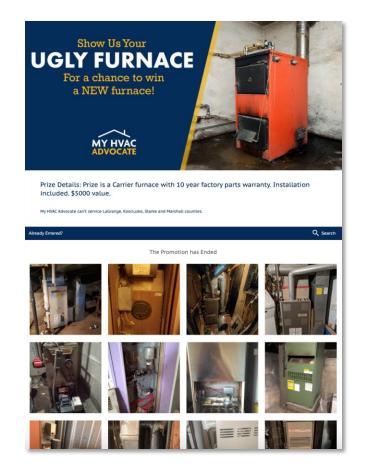
## Win a new roof or windows from Alliance Exteriors!

### WBYR-FM, Fort Wayne, IN

- 867 entries
- 119 opt-ins for sponsor
- Closed 120K+ in new roof installations from leads
- This campaign secured an annual radio campaign totaling \$10,600
- So successful sponsor increased annual spend to 80+K

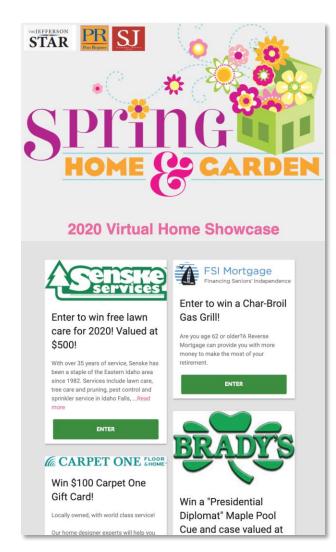


### **Home Services**



Show Us Your Ugly Furnace Photo Contest

WBYT-FM



### Spring Home & Garden Showcase

Post Register



### Bathroom Remodel Sweepstakes

WISC-TV



## **Financial**

# Financial: Who fits in this category?

- Banks
  - National
  - Regional
  - Local
- Credit Unions
- Investment Advisors/Brokers
- Wealth Management/ Financial Planners
- Tax Advisors / Preparers
- Insurance

# Financial: What are their goals?

- Database growth
  - Adults 25-54 (planning for college savings, retirement, new babies)
  - Adults 50+ with disposable income
- First time home buyers or current homeowners (mortgage and home equity loans)
- Leads
- Community presence
- Life changing events

## **AAA College Admissions Guide Quiz**

### Newsday, Melville, NY

- Goal: To reach AAA's primary targets for their student lending program – high school students, their parents, and school guidance counselors.
- Newsday Media Group's College Admissions Guide went virtual because of COVID-19
  - Used a quiz to raise awareness for AAA's Student Lending program AND to drive downloads of the College Admissions Guide
- Lead-gen questions
- 100+ submissions
- 24% of respondents requested a free consultation with a AAA Student Lending Specialist



### **Financial**



Are You a Whiz at Income Taxes? Quiz West Kentucky Star



Financial Terms
Quiz
Northwest Herald



Capital Financial Road to Retirement Sweepstakes

WRAL-TV



## **Real Estate**

# Real Estate: Who fits in this category?

- Agents
- Real Estate Companies
- Mortgage Brokers
- Builders
- Apartment & Condo Complexes

## Real Estate: What are their goals?

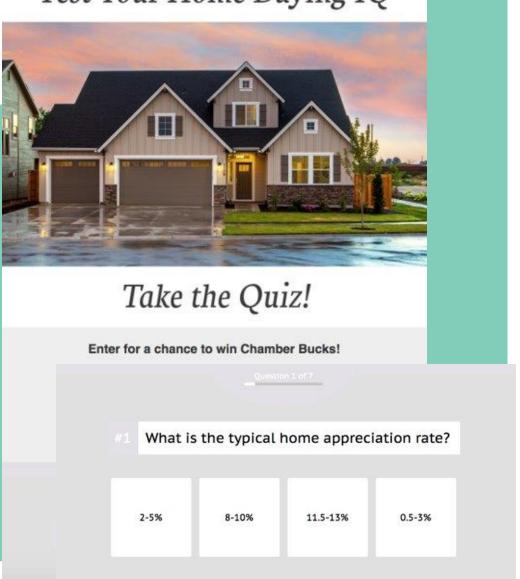
- Leads (Buyers, Sellers)
- Leads (Renters)
- Branding Awareness
- Community affiliation
- Buying Intent and other qualifying data

#### **Test Your Home Buying IQ**

#### **KLQQ-FM, Clearmont, WY**

- Sponsored by Concept Z Home and Property
- Was supposed to coordinate with The Home
   Builders Home Show cancelled due to COVID
- Ran this quiz to retain that revenue!
- 415 entries
- 98 opt-ins for sponsor, Concept Z
- **\$1,500** revenue

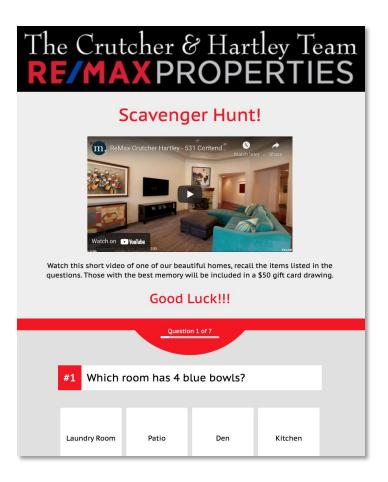
#### Test Your Home Buying IQ



#### **Real Estate**







How Well Do You Know KU's

Best Big Men? Quiz

Lawrence Journal-World

Home Free \$15,000 National Sweepstakes

The Wilson Times

RE/MAX Properties
Scavenger Hunt Quiz
Tyler Morning Telegraph



## Healthcare

# Healthcare: Who fits in this category?

- Hospitals
- Specialists
- Dentists
- Orthodontists
- Hearing Centers
- Lasik
- Cosmetic Surgeons
- Clinics
- Urgent Care Facilities

## Healthcare: What are their goals?

- Drive leads for new patients
- Retain existing patients
- Capture email address
- Demographic information
- Positive experience
- Branding/Community presence

## **2021 Holiday Wish and Win Sweepstakes**

The Oklahoman, Oklahoma City, OK

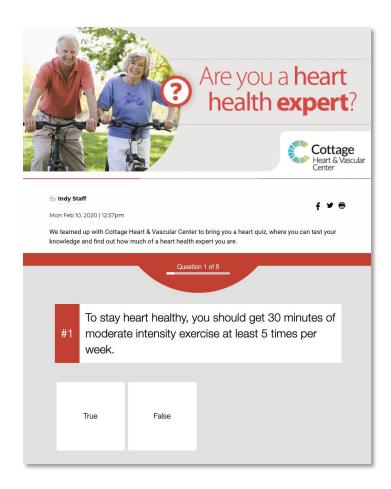
- Sponsored by Dental Depot
- Great use of lead-gen questions
- 332 New Opt-ins for Dental Depot
- \$7,000 revenue and sponsor renewed

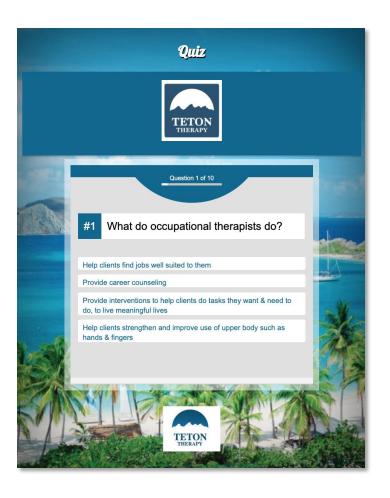
for more promos



#### Healthcare







**Healthcare Heros Photo Contest** *KAVU-TV* 

Are You a Heart
Health Expert? Quiz
Santa Barbara Independent

Teton Therapy Occupational
Therapy Quiz

KLQQ-FM



### Automotive

## Automotive: Who fits in this category?

- Aftermarket
- Auto Body Painting
- Window Replacement
- Oil Change Shops
- Car Wash
- Dealerships
- Repair & Service

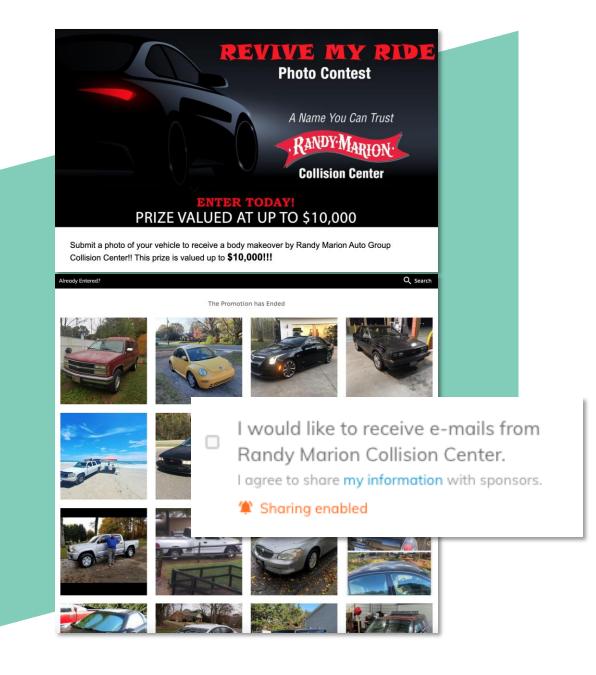
## Automotive: What are their goals?

- Qualified leads/capture email addresses
- Drive traffic to dealership
- Demographic information
- Coupon redemption
- Positive experience
- Branding/Community presence

#### Revive My Ride Photo Contest

#### Hickory Daily Record, Hickory, NC

- Sponsored by Randy Marion Collision
   Center
- 108 photo entries
- 2,948 votes
- 113 opt-ins for collision center AND used hot leads!
- **\$8,000** revenue



#### **Automotive**



Kia Cutest Pet Photo Contest Northwest Herald



Nissan Storm Tracker Extreme Weather Quiz

WRAL-TV



**Car Wash Giveaway for a Year** *Times Herald* 



## Grocery

## **Grocery:** Who fits in this category?

- Grocery stores
- Farmer's markets
- Specialty food stores
- Meat markets
- Delis
- Bakeries

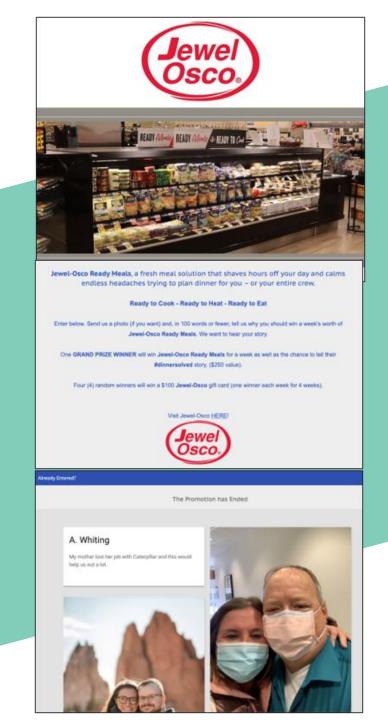
## **Grocery:** What are their goals?

- Drive traffic in store
- Capture email addresses
- Demographic information
- Weekly/Monthly spend
- Coupon redemption
- Positive experience
- Branding/Community presence
- Incentives for store placement/displays
- Promote food holidays

## Win Ready Meals with Jewel-Osco

#### Lee Newspapers, Davenport, IA

- Sponsored by Jewel Osco
- Grocer needed to promote their Ready-Meals product
- Great community tie in with users able to nominate someone in need
- Prize: Win a week's worth of ready meals
- 292 opt-ins for sponsor



#### **Grocery**







Hannaford Recipe Ballot

Keene Sentinel



Patriotic Pet Photo Contest

WWL-TV



## Education

# **Education:** Who fits in this category?

- Higher Education
  - Trade Schools
  - Technical and Community Colleges
- Tutoring Centers
- Private Schools
- Daycare
- Summer Camp

## **Education:** What are their goals?

- Highly qualified valuable leads
- Drive foot traffic to open house events
- Leads that align with their calendar
  - Timing is everything
- Feel good community tie-in

### \$500 College Textbook Sweepstakes

#### WRAL-TV, Raleigh, NC

- Sponsored by NC Assist Loan
- Lead-gen AND Hot Leads for sponsor!
- 1,100+ entries
- 616 opt-ins for sponsor
- **\$4,500** revenue



Back to school season is upon us, and we have team NC Assist to help get you started with the \$500 Colle Sweepstakes!

Enter now through Sunday, August 2 for your chance winner will be randomly selected each week for a towinners.

\*Prize will be awarded in a NC 529 Account provided by NC Assist Loans.

Email

By clicking the button below, I agree to the Terms of Service, Privacy Policy, and Rules

CONTINUE >



Which of the following best describes you?

- Student
- Parent/guardian of a student
- Other

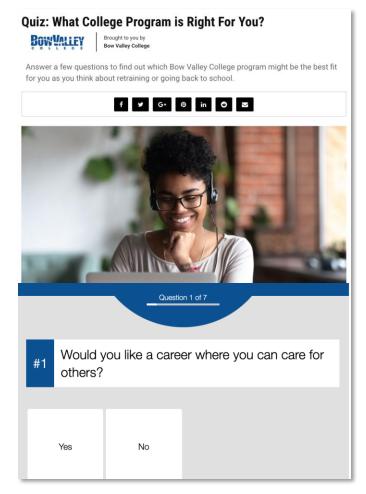
Do you plan on taking out a loan to pay for college?

- Yes
- No
- Not sure

Do you plan to apply for financial aid?

- Yes
- No
- Not sure

#### **Education**





## What College Program is Right for You? Avenue Calgary

Bethel University Adult & Graduate Studies Sweepstakes

WBYT-FM

#### **Rock Valley College Takeover: Swag Giveaway** Rock Valley College has taken over Good Day Stateline! As a thank you to their students, staff, and community support, they are giving away an RVC Swag Bag to one lucky viewer! Over \$100 value! **Rock Valley College** To enter, just complete the 5 question quiz on RVC. (Psst, the answers can be found by watching today's episode of Good Day Stateline). Don't worry, you don't need to answer correctly to win. You have Sunday 5/31 at 9 a.m. until Friday 6/5 at 12 p.m. Question 1 of 5 Where can you find the Dental Hygiene program? Health Science Woodward Tech Classroom I Classroom II Center Center

Rock Valley College Quiz



## **Travel**

# Travel: Who fits in this category?

- Regional Travel
- Staycation
- Hotels & Lodging
- Local Attractions
- Travel Agents

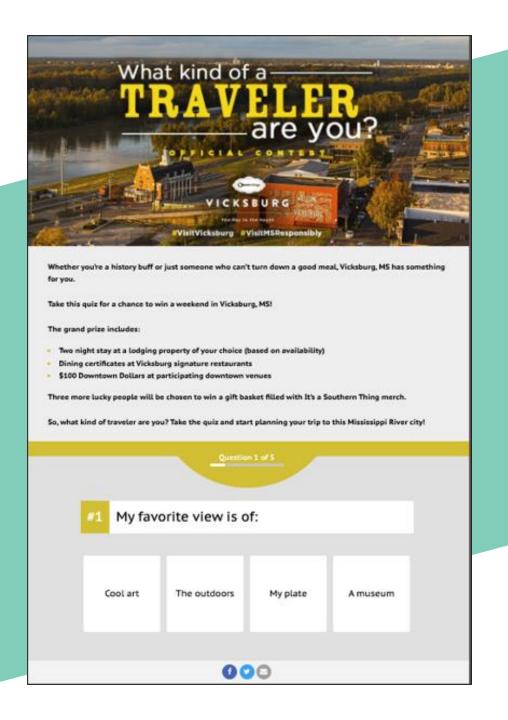
## Travel: What are their goals?

- Highly qualified valuable leads
- Drive foot traffic
- Leads that align with their calendar
  - Timing is everything
- Understand their database (capture data)

## What Kind of Traveler are you?

#### AL.com, Alabama Media Group

- Sponsor was Visit Vicksburg
- Goal to gain audience insights and gain newsletter sign-ups
- 2,455 submissions
- 1,018 opt-ins for the sponsor
- 5K Revenue for AL.com



#### **Travel**



Get a Room Getaway

Schneps Publications



Fly with Central Mountain Air

West Coast Traveler









Need a getaway but not far away? Now's the perfect time for a Staycation! Enter the WGN JULY Staycation Giveaway Contest.

You could win 4 tickets to Six Flags Great America, four VIP pack to the Chicago Red Stars, or a \$500 gift card to The Lone Buffalo Restaurant in Ottowa, by Tangled Roots Brewing Co.

Enter the WGN Staycation Giveaway Contest!

(No purchase necessary; must be 21+ to enter, some exclusions apply, see rules for complete details. On July 26, 2021 at 12 noon, three winners will be randomly selected to win.)

Email	Required	
By clicking the butto	n below, I agree	
to the Terms of Servi	ce, Privacy Policy,	
and Rules		

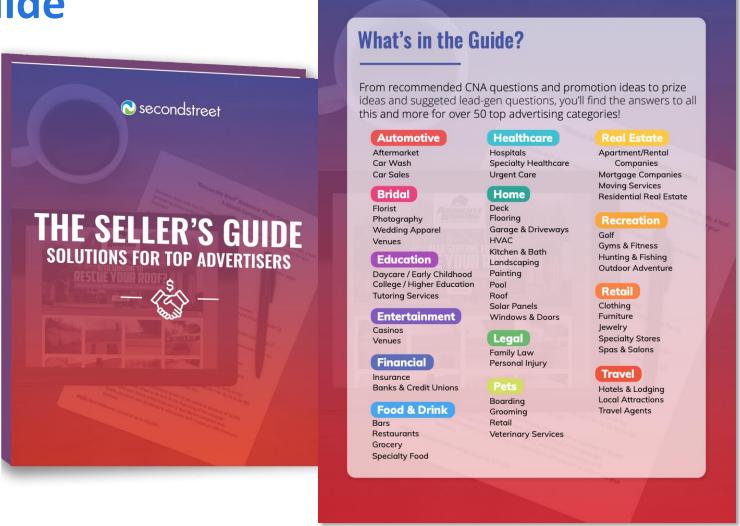
#### **Staycation July Giveaway**

**WGN-TV** 



# Understand the Seller's Guide...and USE IT!

#### Seller's Guide



#### **CNA Questions**

Customer Needs Analysis				
Company	<ul> <li>What are your main goals for the next 6 to 12 months?</li> <li>What differentiates you from other specialists in the market?</li> <li>What are your most popular services or products? Which are the most profitable?</li> <li>What is the value of a new patient to your business?</li> </ul>			
Customer	<ul><li>Who is your typical patient? Who is your target audience?</li><li>What are 3-5 things you'd like to know about a new patient?</li></ul>			
Marketing	<ul> <li>What past marketing campaigns have worked for you and why? And which haven't?</li> <li>What has been the most effective way to bring in new patients?</li> <li>How are you using email to communicate with customers and prospects?</li> <li>What marketing campaigns are you planning?</li> </ul>			
Metrics	<ul> <li>How much does an average patient spend?</li> <li>How many leads does it take for you to convert to one new patient or one sale?</li> <li>How would you define success for a marketing campaign?</li> </ul>			

#### **Promotions to Run**

Promotions to R	
Custom Lead-Gen Campaign	<ul> <li>Win a Store Shopping Spree Sweepstakes</li> <li>Win Tickets to all events for one year - wine pairing, cheese pairing, etc.</li> </ul>
Sponsored Contests	<ul> <li>Quiz Bundle (Name That Cheese, Test Your Wine or Craft Beer Knowledge, What's Your Grilling IQ?)</li> <li>Photo Contest (Best Dish Photo Contest)</li> </ul>
Recurring Revenue	Hometown Heroes Ballot     Birthday Club Sponsor
National Contests	<ul> <li>\$4,800 National Sweepstakes - Win Groceries for a Year from {enter store name here}</li> </ul>

#### **Lead-Gen Questions**

#### **Lead-Gen Questions**

Did you know that we have monthly seminars relating to {insert procedure}?  • Yes  • No  When are you considering {insert procedure}?  • Next month • In 3 - 6 months • I'm not considering Are you interested in financing options for {insert procedure}? • Yes • No  What would motivate you to try a new specialist?  • Comfortable facility • Cost • Location • Referral • Customer Service  Do you have insurance?  • Yes • No  May we contact you about the benefits of {insert procedure}? • Yes • No  No  No  No  No	Informational	Buying-Intent	Category-Specific	Qualifying	
Click for More Ideas	we have monthly seminars relating to {insert procedure}? • Yes	considering {insert procedure}?  • Next month  • In 3 - 6 months  • In 6 - 12 months  • I'm not considering  Are you interested in financing options for {insert procedure}?  • Yes	you to try a new specialist?  • Comfortable facility  • Cost  • Location  • Referral	patient at {insert name of business here}? • Yes • No  Do you or someone in your household wear hearing aids {or other product/service} currently? • Yes • No	insurance? • Yes • No  May we contact you about the benefits of {insert procedure}? • Yes • No



# Best Practices for Writing Lead-Gen Questions

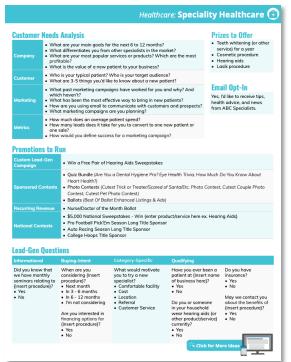
- 1. Talk to your advertiser about what they want to know.
- 2. Include no more than 3 lead-gen questions on one form.
- 3. Don't ask for information you'll get elsewhere on the form.

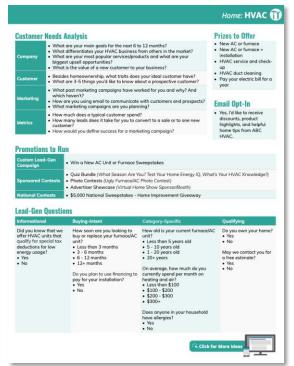


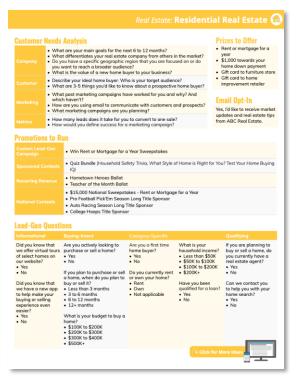
# Best Practices for Writing Lead-Gen Questions

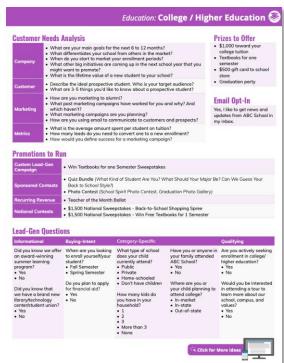
- 4. Avoid open-ended questions.
- 5. Don't ask questions with obvious answers.
- 6. Think about how the answers will be used.

#### All for the top 50 advertiser categories!







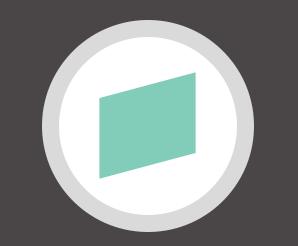




# Ideas to Get You Going: Master Class Line Up

## Wednesday June 15<sup>th</sup> 11:00 am CT

How to Engage Your Audience and Grow Your Database with Promotions!











# Thursday June 16<sup>th</sup> at 11:00 am CT





Generating the MOST Revenue from Your Ballot

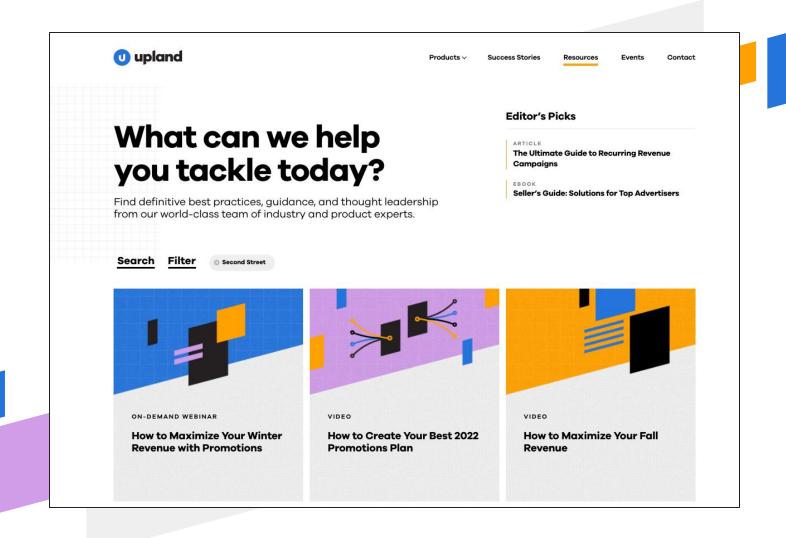








## Resources



#### lab.secondstreet.com

### Thank you!



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Ellen Trunk

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