**Google Partners Academy Livestream** 

Search Excellence



**Confidential & Proprietary** 

Google

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### Module 1

## Why Search now?



The way people are searching has changed. <sup>• Why Search Now?</sup> And advertisers need to evolve to address this change.

Search queries are more complex than ever 60%

of shopping queries on Google Search are upper-funnel searches, which means broader and longer keywords

\*Source: Google Data, US, April 2016 - March 2017 vs. April 2018 - March 2019

+200% growth in **"where to buy" + "near me"** searches on mobile in the past two years. +125%

growth in mobile searches containing "**best" + "right now"** in the past two years.

\*Source: Google Data, US, April 2016 - March 2017 vs. April 2018 - March 2019

Voice is increasingly fueling the ecosystem

27%

of the global online population is using **voice search on mobile** 

\*Source: Global Web Index, Voice Search Insight Report, Global Data n=400,0001, 2018

Introducing Search Excellence



A simpler, personalized way to help you **achieve** your marketing goals.

Search Excellence prioritizes the opportunity so you can execute on Search now.

### Module 2

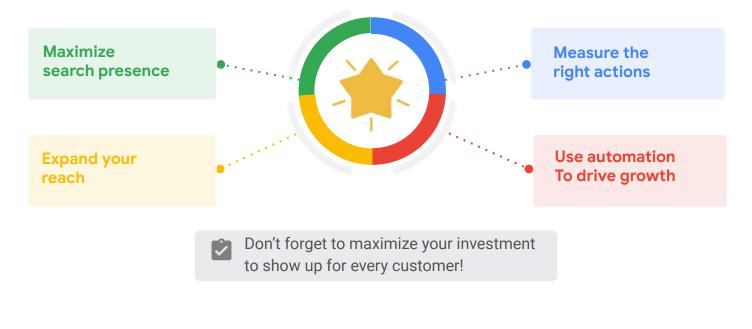
## Introducing Search Excellence

Introducing Search Excellence

# It drives business success by helping you achieve your **unique marketing objectives**

Ê	` <b></b>	<b>—</b>		<b>⊥</b>
Generate Leads	Drive Offline Sales	Drive Online Sales	Increase Awareness	Drive app installs & re-engagement

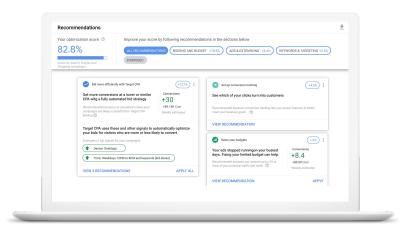
#### It prioritizes the opportunity for you, so you can:





#### **Optimization Score:** Your gateway for Search Excellence

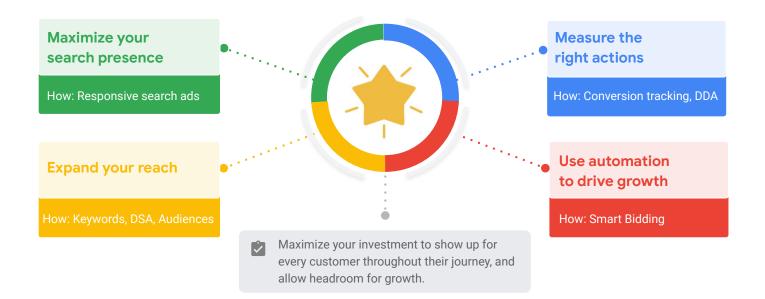
Through the Recommendations page, you will find **real-time, personalized solutions** to drive success for your business.



Introducing Search Excellence

### Optimization score does the heavy lifting for you

It removes complexity by recommending the right product solution



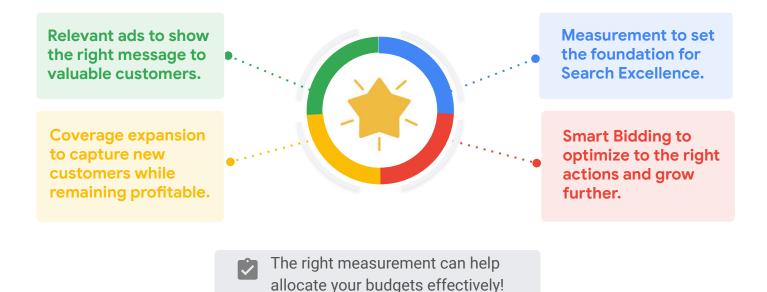
## Your gateway to ultimate account performance

	= 🙏 Google A	Ads At campages > Sourch campages > Q 🛄 🔧 🕢 .	2
Personalized	Overview 🏫	Recommendations	DOWNLOAD
recommendations tailored to your account's performance	Campaigns 🏫	Your optimization score © 82.8% Excert for Same, Datas and Becommendations below to see your optimization score Excert for Same, Datas and Becommendations (REPAIRS) (BIDDING & BUDGETS) (REPVICEDS & TARGETING) (ADS & EXTENSIONS)	
<ul> <li>Instant</li> </ul>	Ads & extensions Landing pages	Remove redundant keywords     O	
access to your campaigns' health	Keywords Audiences	Recommended because you have redundant keywords with the same ad group, destination, bid, bidding strategy, and match type ③ BACK TO RECOMMENDATIONS DOWINLOAD DISMISS ALL APPLY ALL	
	Demographics Topics	Remove 2 keywords from Kids Clothing Keywords that are redundant with kids clothes kids clothing clothing clothes for children	
<ul> <li>Actionable &amp; Scalable</li> </ul>	Placements	Search HappyCothes -Kids Clothing APPLY	
recommendations which save time	Settings Locations	Remove 1 keyword from Kids Clothing         Keyword that is redundant with children clothes children clothing           Search HappyClothes - Kids Clothing         APPLY	

### Module 3

## Search Excellence deep-dive

## Measure the right actions to drive better bidding, expansion, and budget decisions



### Measurement is the foundation of your Search Excellence strategy

It helps you measure and value every user touchpoint in the customer journey so you can accurately understand the impact of your investment in Google Search.



#### Measurement

Get insights into how the performance of your ads relates directly to the success of your business.

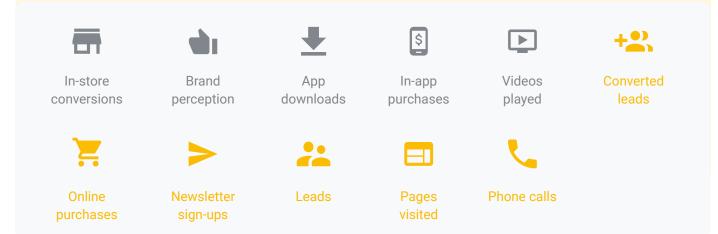
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#### Attribution

Understand the value of each touchpoint along your consumer's path so you can determine the interactions that matter the most.

# **The basics:** How do you know what conversions to measure?

You should evaluate which actions are important to your business and use conversion tracking to measure and optimize campaigns towards them.

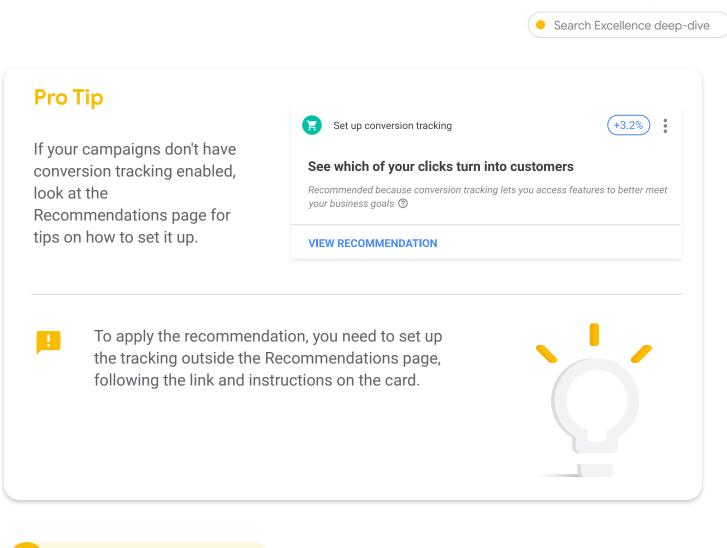


### Not all conversions are created equal

Q Macro:	O Micro:
A macro conversion occurs when someone completes the primary action that's important to your business, i.e. contributes to the bottom line.	A micro conversion is also an important action, but it does not immediately contribute to your bottom line.
Example: Online purchases, lead submissions, etc.	Example: Newsletter sign-up, time spent on website, video play, etc.

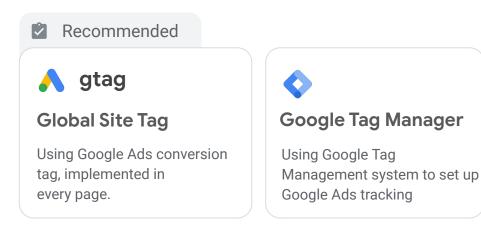


You should track both macro and micro conversions, but only optimize toward the most important actions. That way Smart Bidding will optimize on the actions that drive the most value for your business.



Tagging recommendation

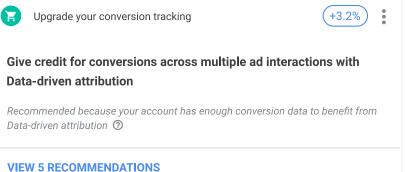
### Choose or update to one of these Google tagging solutions



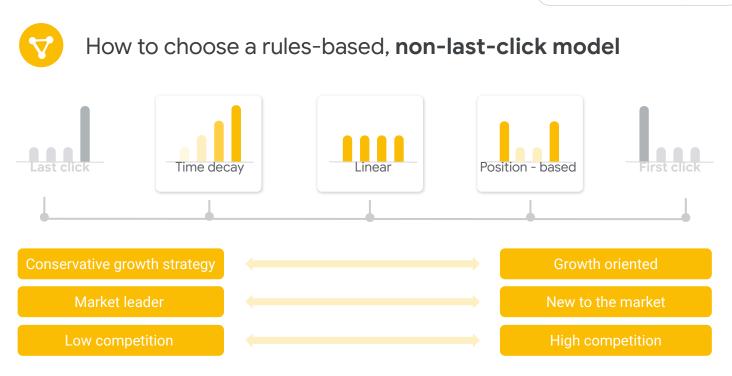
## Improve the accuracy of your conversion data by adhering to these **best practice settings**

01	02	03	04
Choose correct conversion count	Link Google Analytics to Google Ads	Include every conversion action	Track the value of conversions
count one for leads and every for purchases.	and import website- related metrics.	that is important to your business in your conversion column.	through dynamic values.
Always ch	oose <b>Data-drive</b>	<b>n attribution</b> wh	en available
P Requiren	nents 🗸	15,000 clicks on Goo	gle Search
Over a 30 day p	eriod	600 conversions for a	a conversion action
Pro Tip	戻 Upgrade	your conversion tracking	+3.2%
If you see the Data-d	riven cine and the	for conversions across multip	

If you see the Data-driven attribution card on the Recommendations page, it means you're eligible for it! Don't miss out on that opportunity!



You can apply the recommendation **directly on the Recommendations page with just one click!** 



Changing the attribution model may have an impact on your campaign performance, as the Smart Bidding strategy algorithms adjust to the new model.

## Adjust targets and budgets to address new customer behavior

## Adjust your target CPA/ROAS

to account for new conversion volume shift and allow headroom for growth.

### S Budget

Fuel your campaigns with additional budget to effectively capture users throughout the full customer journey.

Don't forget to give the new models time to calibrate! Advertisers already using non-last-click can expect a learning period (~14 days) when switching to Smart Bidding.

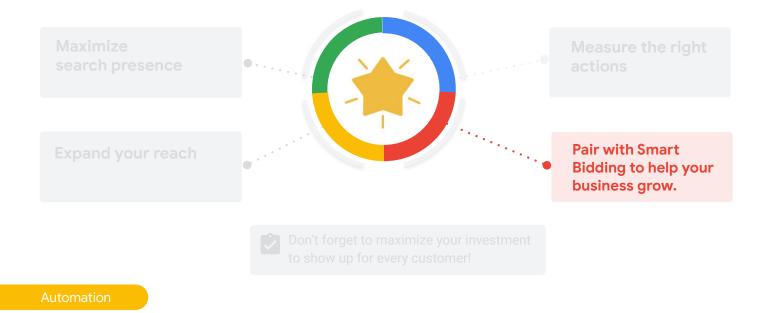
Search Excellence deep-dive

Final recommendation

## Be there every step of the way!

Effective measurement will set your **bidding**, **expansion**, **and budget planning** up for success throughout the full customer journey.

By measuring and optimizing towards the right actions, and using a non-last-click attribution model, you will help value your user interactions better



Smart Bidding unlocks growth by utilizing advanced machine learning to deliver your unique marketing goals.

+70%

of Google advertisers are using Google Ads autobidding strategies<sup>1</sup>

## Align your bidding strategy with your marketing objectives

	Tracking conversion value	Not tracking conversion value
Have specific CPA/ ROAS goal	🚬 Target ROAS	Target CPA
No CPA/ROAS goal	Maximize conversion value	Maximize conversions
Generate leads	Online sales	Offline sales
Use <b>offline conversion</b> <b>tracking</b> to optimize for your most-qualified customers.	Import <b>conversion value</b> data to optimize for revenue.	Include <b>store visits</b> * in your Conversion column to maximize omnichannel strategy.

### Check the requirements for each bidding strategy

What	ି Target CPA	Maximize conversions	ेस Target ROAS	Maximize conversion value
When	From <b>0</b> <sup>1</sup> conversions	From <b>0</b> <sup>1</sup> conversions	From <b>15</b> conversions over the last <b>30<sup>2</sup> days</b>	From <b>0</b> <sup>1</sup> conversions
	Without budget constraints	With budget constraints	Without budget constraints	With budget constraints
How	Search, Display & Video	Search, Display & Video	Search, Shopping, Display & Video	Search, SSc, Local campaigns
Why	Drive as many conversions at a desired target	Get as much volume within a set budget	Drive as much conversion value at a particular ROI	Get as much value within a set budget

\*If Store Visits are not available, set up Local campaigns with Local Actions.

10n video, campaigns should have at least 35 conversions per week.

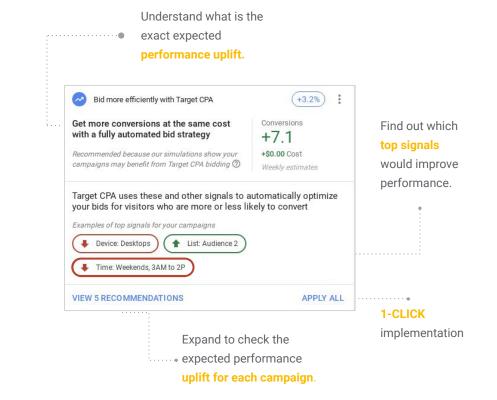
2 Target ROAS for Shopping campaigns needs at least 20 conversions in the last 45 days, unless using Smart Shopping Campaigns which don't require a minimum amount of conversions.

• Search Excellence deep-dive

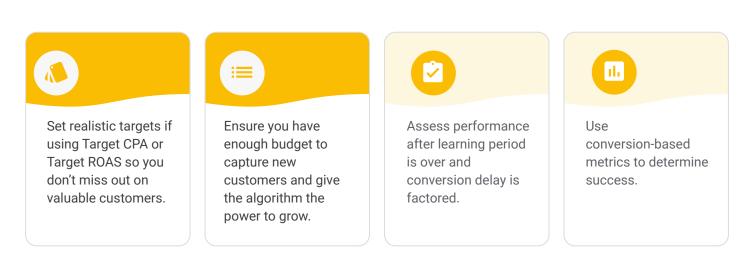
### 📕 Keep in mind

The Recommendations page will automatically figure out which Smart Bidding strategies are most suitable for your account.

It will show you high potential campaigns along with simulation data and top signals used.



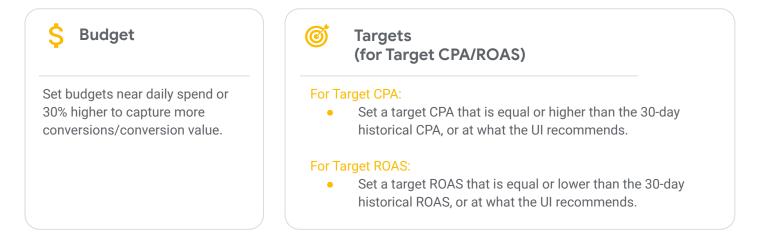
# Things to keep in mind when implementing Smart Bidding



#### If you're starting a new Smart Bidding campaign

<b>\$</b> Budget	Targets (for Target CPA/ROAS)
Set budgets at a level you are comfortable spending entirely.	<ul> <li>For Target CPA:</li> <li>Set a target CPA that is equal or higher than the 30-day historical CPA from another similar campaign.</li> </ul>
	<ul> <li>For Target ROAS:</li> <li>Set a target ROAS that is equal or lower than the 30-day historical ROAS from another similar campaign.</li> </ul>

#### If you're switching an existing campaign to Smart Bidding



#### Watch out!



Setting the right targets is **imperative to drive growth** for your campaigns.

A **low CPA** or **high ROAS target** can limit how much the algorithm can bid for additional customers. It means that you can miss out on valuable customers and possibly not hit your marketing goals.

### Don't worry! Here's what to do!

Both the campaign page setting and the Recommendations page suggestions will be based on **your 30-day historical CPA/ROAS.** 

#### Ý

Follow the **UI** recommendation when you switch the bidding strategy.

Check the **Target CPA/ROAS** Recommendations card on the Recommendations page.

Search Excellence deep-dive

		Target CPA	Weekly conv.	Weekly cost		
Increase conversions at a s	imilar CPA	\$25.28	167	\$4,979.56		
You currently spend about \$4,59	9.32 for 167 conversions	with an average <b>cost per c</b>	onversion of \$2	27.50		

### Think about your growth strategy when setting budgets

	If you have an <b>expansive growth</b>	Weekly estimates for "Campaign A" w	ith your new daily budge	t	
$\mathbf{i}$	strategy, apply the larger budget increase on the Recommendations	Change daily budget	Weekly interactions	Cost / Interaction	Weekly cost
	page.	● €17.00	+266	+€0.00	+€95.83
		○ €12.00 <u>Recommended</u>	+195	+€0.00	+€70.00
	If you have a <b>conservative growth</b> strategy, apply the <b>recommended</b>	() €7.00	+97	+€0.00	+€35.00
	<b>budget increase</b> on the Recommendations page.	€2.00 (current)	+0	+€0.00	+€0.00

### **Pro Tip**

You can remove unnecessary segmentation by **combining campaigns** or using **Portfolio bid strategy** with shared budgets.



### Check your Bid strategy report to analyze your performance

### 01

#### Access the Bid strategy report through Shared Library or under the Bid strategy type column on the Campaigns page.

### 02

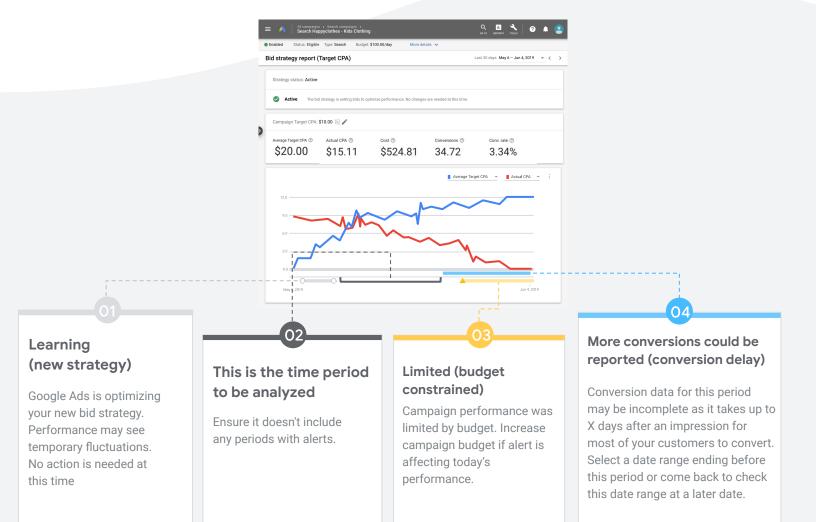
Choose dates to set a time period (at least 2 weeks long) to analyze performance.

#### 03

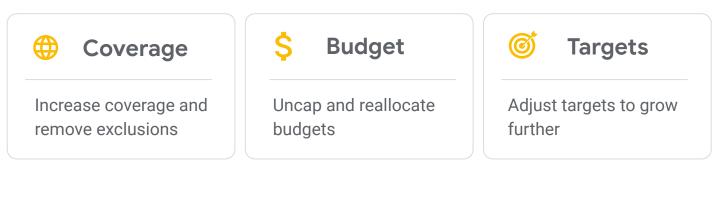
Look at the right metrics when analyzing performance!







#### Grow your campaigns by removing constraints



## Expand into new auctions, capture more queries, and grow your campaigns by:

### Expanding your targeting

- New keywords
- Broad match type
- Dynamic Search Ads
- 1st party audience lists (RLSA, Similar Audiences, Customer match)

### Removing any targeting exclusions

- Negative KWs
- Excluded geos
- Audience list exclusions

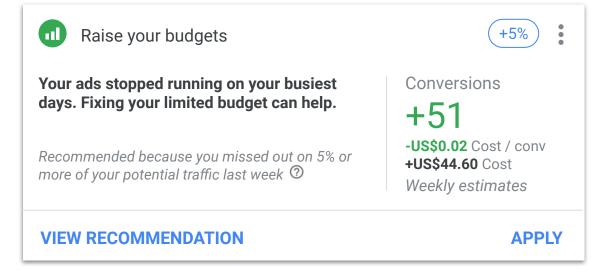
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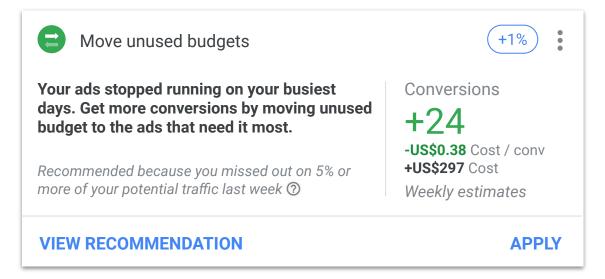
You can find customized recommendations on how to expand your targeting on the Recommendations page! We'll dive into them later.

Search Excellence deep-dive

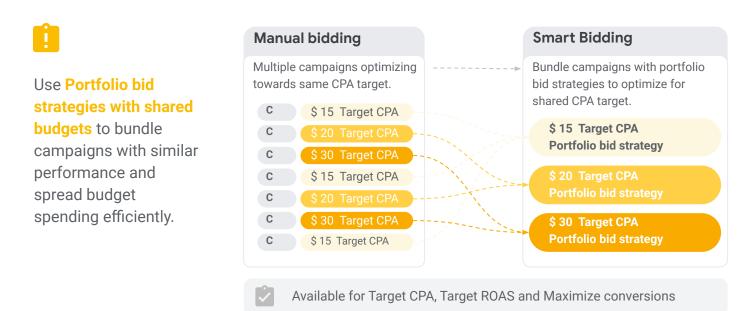
Look into **budget raising** and **budget reallocation** recommendations.

You can play with budget recommendations to get estimate of volume of conversions expected for different scenarios of budget raising.

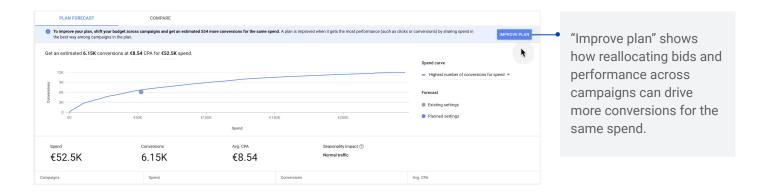




# Consolidate your budgets to maximize performance



## Use Performance Planner to find better budgets and targets to increase performance



# Increase target CPA/decrease target ROAS to grow further

Adjusting targets will allow you to run into new auctions, access more customers, and expand your reach!

Check how conversions (or conversion volume) will increase with a higher CPA (or lower ROAS), and then make target changes to your campaigns:

- See expected performance impact directly in the UI when modifying targets
- Target raising on Recommendations page
- Target simulators
- Performance Planner

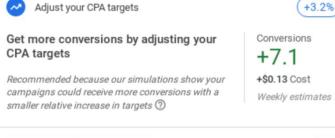
 CPA Target

 Less conversions
 More conversions

 Lower CPA
 Higher CPA



Lookout for **target raising recommendations** to increase your target and capture more customers



#### VIEW 5 RECOMMENDATIONS

APPLY ALL

÷

Get more conversions by adjusting	g your CPA targets				
You may see the estimated conversion u overrides. Learn more	plift by increasing your CPA target p	percentages. The increas	e to CPA targets will apply to o	current strategy targe	ts and any ad group
Recommended because our simulations sl	how your campaigns could receive m	ore conversions with a sr	naller relative increase in target:	s (?)	
BACK TO RECOMMENDATIONS			DOWNL	OAD DISMISS A	LL APPLY ALI
Bid strategy	Average target CPA ⑦	% increase ⑦	Weekly conversions	Weekly cost	
			+355	+\$6.73	APPLY
	\$1.10	30%	+355	100.75	AFFLI
MHC - Winter 1 campaign My Happy Clothes - New Colle		30%	+710	+\$13.46	APPLY



Search Excellence deep-dive

Final recommendation

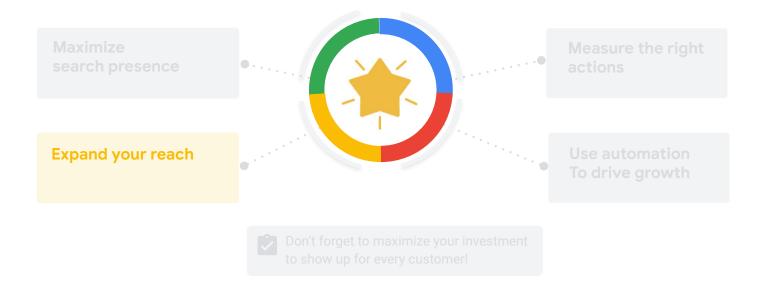
You can grow your Smart Bidding campaigns by expanding your coverage into new auctions.

 $\bigcirc$ 

Let's take a closer look at the **building blocks** of a good coverage strategy!

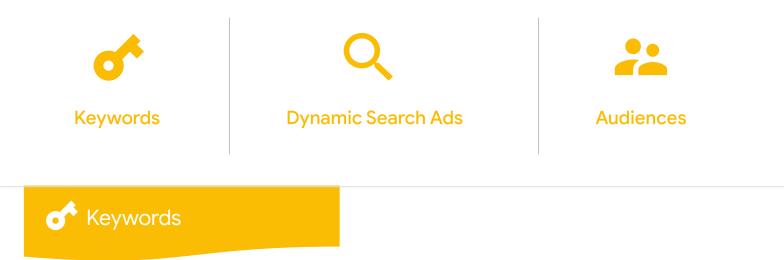
#### Expansion

Find more valuable customers by expanding your targeting and gaining insights at scale with audience lists

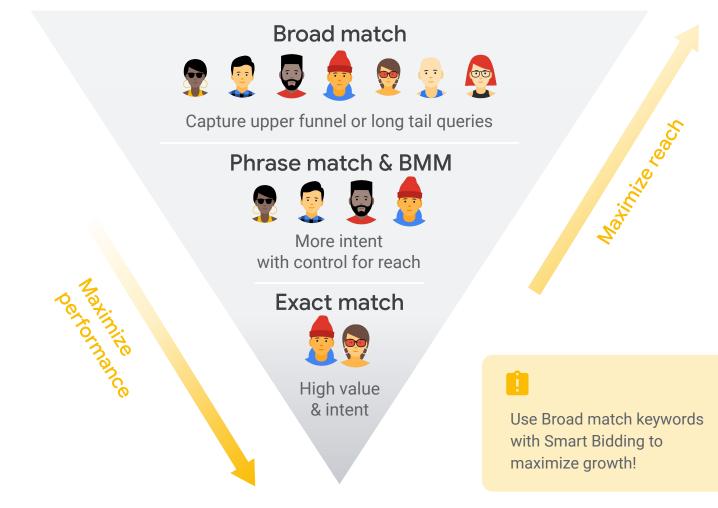


Search Excellence deep-dive

### How to expand reach to capture more customers



Align your keywords strategy with your goals



Google

# Simplify your keyword management to expand coverage and capture new potential customers

Utilize Broad match + Dynamic Search Ads

to maximize relevant coverage, while meeting your targets.

Utilize BMM

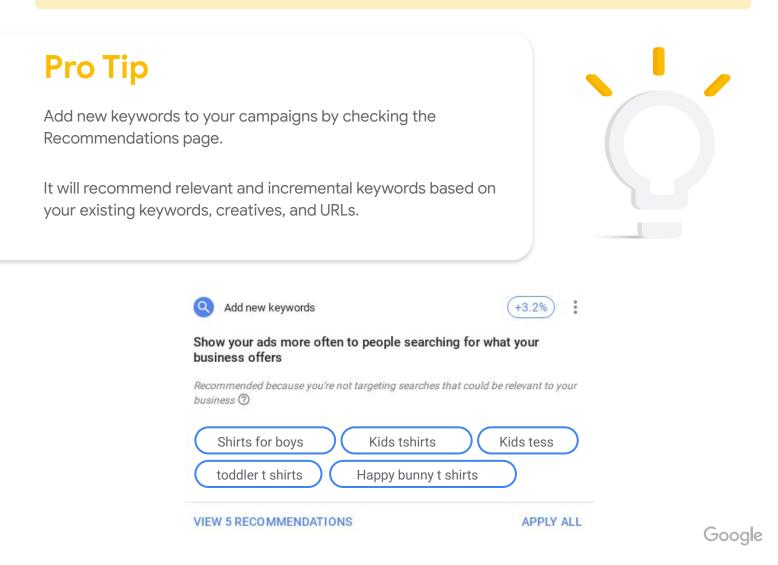
to capture broader relevant queries\* and reach new customers.

\*Only utilize phrase match if word order is critical (e.g. Hilton Paris vs Paris Hilton)

#### **Utilize Exact match**

for your primary intent and high-value drivers, like your branded keywords.

With all keywords, remember to always use fully automated Smart Bidding to drive growth.

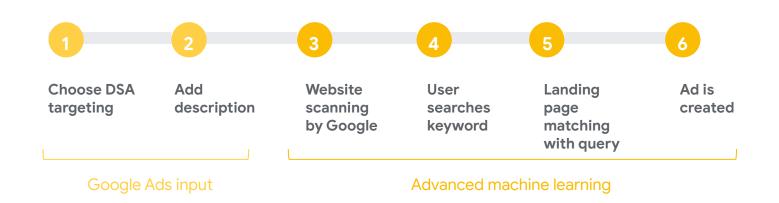


# **DSA:** Driving incremental traffic without managing additional keywords



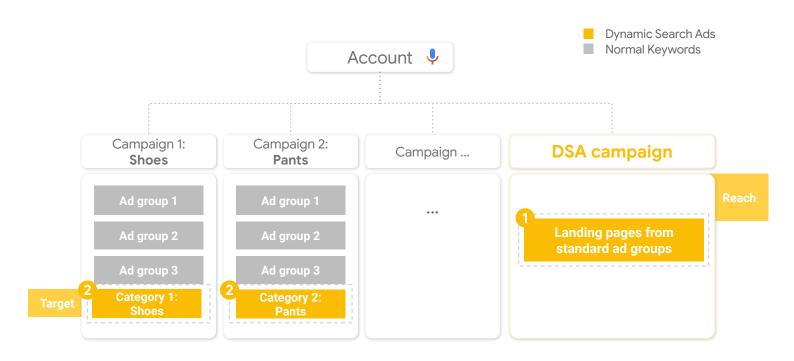
Reach your users at the right moment, with the right ads and content using Dynamic Search Ads (DSA).

### Easily setup for rapid expansion



Search Excellence deep-dive

# Integrate DSA to your existing campaigns to lift your reach.

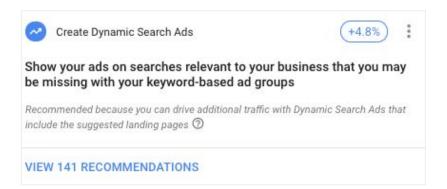


### Pro Tip

Add Dynamic Search Ads to your campaigns by checking the Recommendations page.

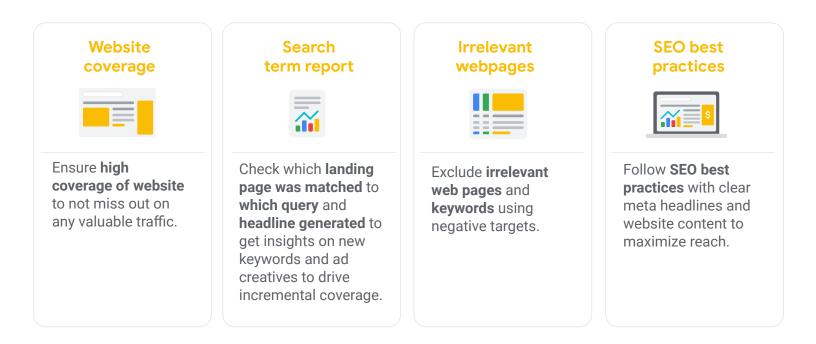
You can adjust any setting before implementation, or directly apply with just one click!





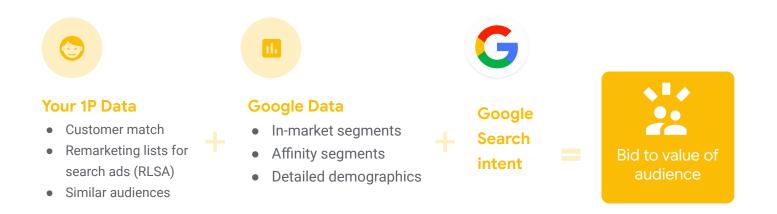
### Lay the groundwork for DSA

Best practices when implementing DSA



### Audiences

It helps you execute personalized marketing at scale



## How can audience insights tie into broader marketing efforts?

Audience Insights from Google Ads are useful beyond your online campaigns:



### Inform broader marketing plans and priorities:

Audiences

Can you refine your own personas based on audience performance stats? Hone in on new groups to focus on? Better optimize other channels or platforms?

#### Website content / UX:

**Product development:** 

audiences?

Is your website well optimized to appeal to top audience segments? Are there opportunities to build new content to expand relevance?

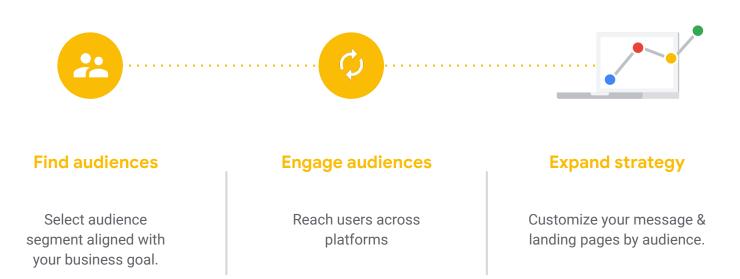
Where can you invest more on product

development to appeal to high value

#### Refine offline marketing efforts:

Can online insights inform how you spend offline marketing dollars? Where you choose to advertise?

### **Getting Started**



### Find different audiences across the funnel

Marketing objective	Awareness	Consideration	<b>Conversion &amp; Loyalty</b>
	Build awareness of your brand and products to those most likely to purchase	Once users are aware of your brand and products, help them consider a purchase	Drive users to a purchase or conversion
Search audience solution	Demographics & Detailed demographics Affinity audiences In-market audiences	In-market audiences Similar audiences Affinity audiences Remarketing lists for search ads	Remarketing lists for search ads Customer match Email · Address · Phone · User ID · Device ID
Customer segment	Prospects - People who are no	Interacted user - People who ha interacted with your website	ive st purchasers or loyal customers

Past purchasers or loyal customer stomer

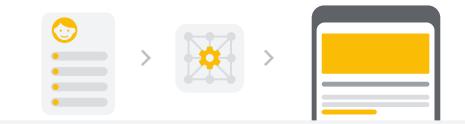
### Assign the right goals and metrics for your audience strategy

Goal	Customer segment	KPIs
Increase brand awareness	Prospects	<ul> <li>New visitors to site</li> <li>Increased visit durations</li> <li>Higher engagement rates and CTR</li> </ul>
Increase consideration	Prospects & Interacted users	- Conversion rates - Cost per acquisition
Drive conversions and loyalty	O Interacted users & Customers	- Repeat purchases - LTV - ROAS

Search Excellence has your back. Choose the actions that are most important to you based on your marketing goals, and use conversion tracking to set them up as conversions in your account and optimize towards.

Engage with new customers and get greater search coverage by applying audience lists to all search campaigns

Add relevant audiences segments that are best aligned with your marketing goals across the entire consumer journey.



Consider RLSA, Customer match, Similar audiences, In-market, Detailed demographics and Affinity audiences to expand customer reach

#### Expand reach using basic to advanced audience strategies

Reach y	<i>r</i> our	Reach broader pool of		<b>%</b>	
	e es using audiences Reach users actively looking to buy your product using In-market audiences	high-value prospects using Google-created audience segments: Affinity, Detailed demographics	Tailor your bidding, creat and measurement to valu your audience segments accurately, and reach the with targeted creative	e	

Creatives

Make your ads stand out and boost search coverage

#### A formula for creative excellence

<b>6</b>	
Optimized	
ad rotation	



At least **3** extensions per ad group



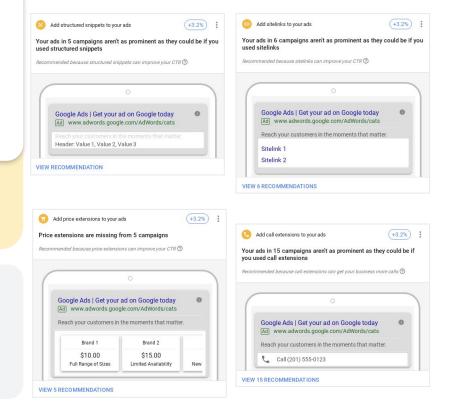
At least 3 ads per ad group, including one RSA Advertisers with excellence in all three components may see **up to 15%** clicks and conversions on average.

Source: Google Internal Data

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### Check the Recommendations page for ad extensions suggestions that are relevant to your unique account settings.

Apply them to increase ad visibility and drive more qualified leads to your business.



#### Keep in mind

Since the recommendations are tailored to what will have the highest impact in your account, you might not see every ad extension card in the Recommendations page.

# Maximize your search presence with **responsive search ads**

Up to 10% more clicks and conversions



More flexibility



**Best practice:** 

Add **2 expanded text ads** & **1 responsive search ad** per ad group

#### Eco-friendly fashion | Natural fabrics for kids | Free international shipping

#### Ad https://www.myhappyclothes.com

Stylish and high-quality children's clothes made with an ethical approach. Onesies, t-shirts, and shoes tested and loved by our own happy kids.

### Responsive search ads creative best practices

	$\checkmark$	
<u> </u>		

At least 5 distinct headlines



2-3 more headlines related to keywords



At least 2 distinct descriptions



Create headlines that don't repeat the same or similar phrases



If you have a promotion or a one time offer, include it in either one headline or description



Try using existing headlines and descriptions from other ads that are relevant to the ad group and keywords



Ensure that headlines and descriptions make sense individually or in combination

### Instant feedback on ad effectiveness

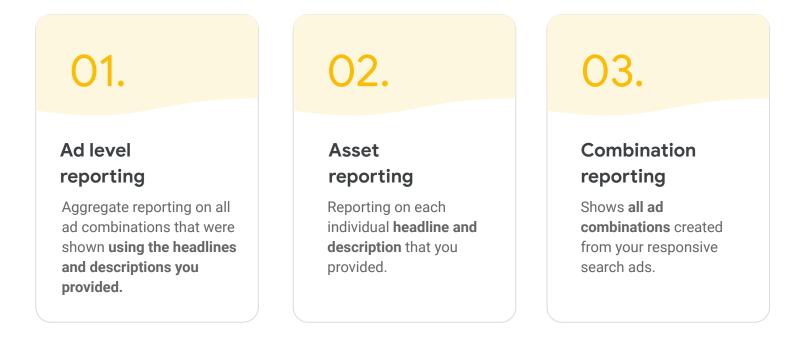
**Ad strength** is a new tool that measures the relevance, quantity, and diversity of your responsive search ad content.

Ad strength ⑦ Le	ave feedback			Q F	New ≡ column
$\bigcirc$	Try adding a few more unique headlines Add more headlines	-	Status	Ad type	Ad strength
	<ul> <li>Make your headlines more unique</li> <li>Make your descriptions more unique</li> </ul>		Approved Poor ad strength	Responsive search ad	Poor Shortened ad format

Ensure your ad strength is good or higher! Advertisers who improve ad strength from 'Poor' to 'Excellent' see 6% more clicks on average.\*

\*Source: Google Internal Data

## Use reporting to optimize your responsive search ads



### Best practices when evaluating responsive search ads

### 01.

Measure performance based on ad group impressions, clicks, and conversions, **not** ad click-through-rate.

### 02.

Success is determined as **driving more clicks and conversions** by helping you compete on more queries.

## 03.

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An ad may enter new auctions with inherently lower CTRs, but this still drives **incremental impressions, clicks, and conversions.** 

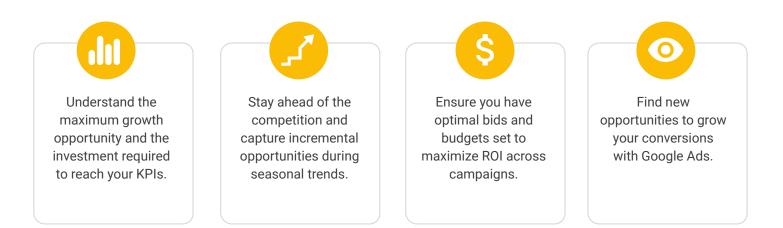
Search Excellence deep-dive

#### Final recommendation

Each pillar of Search Excellence serves a unique purpose, but they work best when used together!



Routine investment planning can help make the most of your Google Ads spend





### Performance Planner is the gateway to plan your marketing performance growth







Identify headroom for growth and **plan** your monthly, quarterly and annual **investment** to reach your KPIs.

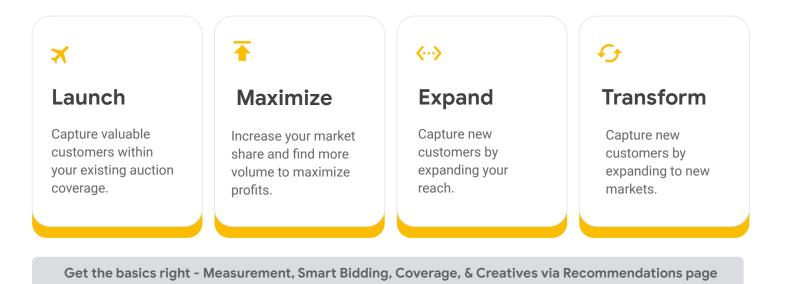
Stay ahead of the competition and **capture incremental demand** during seasonal trends

Set optimal bids and budgets to **grow** profitability.

# And forecast how to maximize performance during monthly, quarterly and annual business planning

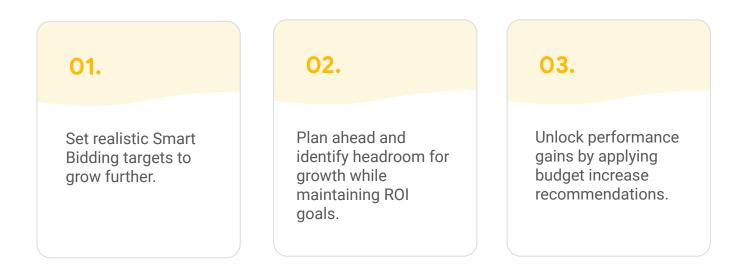


## Think about your marketing objectives to determine the ideal investment strategy for your business

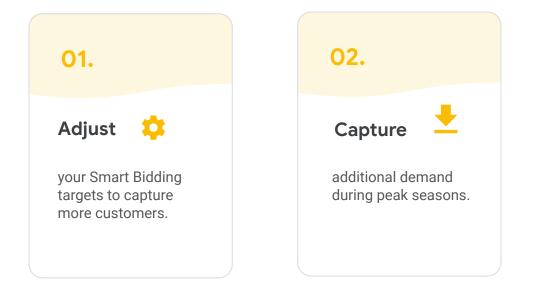


### 🗙 Launch

Capture valuable customers within your existing auction coverage

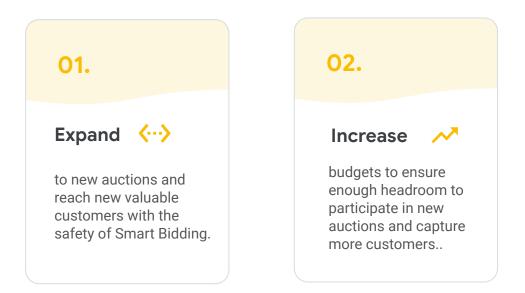


Increase your market share and find more volume to maximize profits



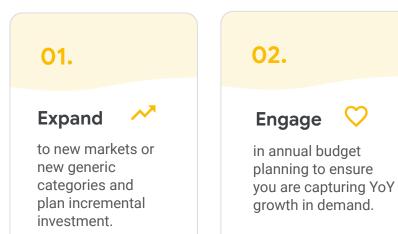
**....>** Expand

## Capture new customers by expanding your reach



Proprietary + Confidential

Capture new customers by expanding to new markets



者 Recap

### The investment strategy to grow your business

#### Launch

Capture valuable customers within your existing auction coverage.

1) Plan ahead and identify headroom for growth while maintaining ROI goals.

 Unlock performance gains by applying 'Budget raising recommendations'.

 3) Set realistic targets based on your 30-day historical CPA/ROAS.

#### laximize

Increase your market share and find more volume to maximize profits.

1) Relax Smart Bidding targets to capture more customers (10% to 20% at a time).

 Capture additional demand during peak seasons by increasing budgets.

#### Expand

Capture new customers by expanding your reach.

1) Expand to new auctions and reach new valuable customers via new KWs, DSA, Broad match keywords, and audience lists.

2) Ensure you have enough budget to run on new auctions and capture additional customers.

#### Transform

Capture new customers by expanding to new markets.

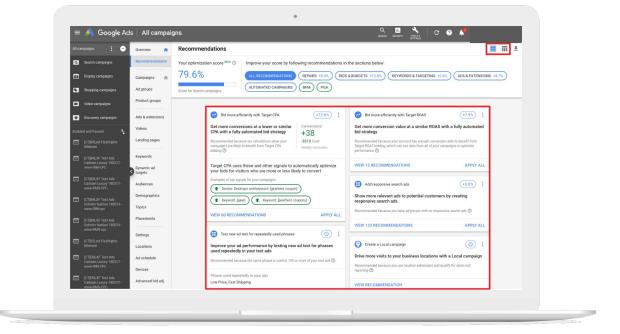
1) Find opportunities to expand to new markets or new generic categories and plan incremental investment.

2) Engage in annual budget planning to ensure you are capturing YoY growth in demand. Module 4

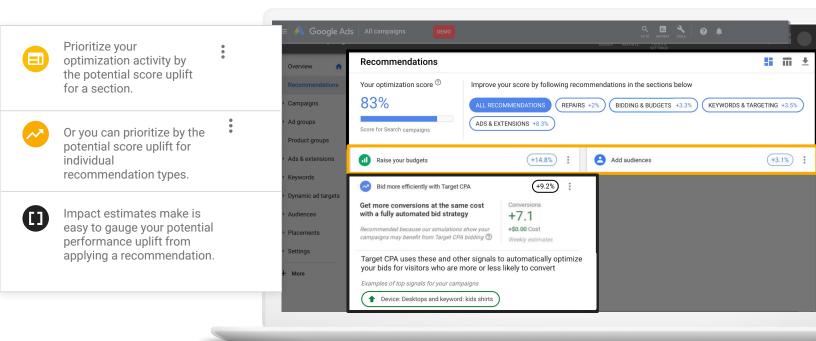
## Summary



Check the Recommendations page for real-time, personalized solutions based on what will drive the highest impact for you.



Pick your priority levers based on score uplift numbers





# Seamlessly implement recommendations with just one click!

Bid more efficiently with Target CPA Get more conversions at the same cost with a fully automated bid strategy Recommended because our simulations show your campaigns may benefit from Target CPA bidding ⑦	(+3.2%) : Conversions +7.1 +\$0.00 Cost Weekly estimates	Raise your budgets for upcoming traffic increase Your ads may stop running on your busiest day future increase in traffic. Raise your budget not out on potential customers. Recommended because our simulations show you may n your future weekly traffic at your current budget ⑦	vs due to an expected w to avoid missing
Target CPA uses these and other signals to au your bids for visitors who are more or less lik <i>Examples of top signals for your campaigns</i> Device: Desktops     List: Audience 2     Time: Weekends, 3AM to 2P		Impacted campaigns Wee MHC - Winter My Happy Clothes - New Collection MHC - Shoes	kly estimated interactions +32 +64 +96 +128
VIEW 5 RECOMMENDATIONS	APPLY ALL	VIEW 5 RECOMMENDATIONS	APPLY ALL
Raise your budgets Your ads stopped running on your busiest days. Fixing your limited budget can help. Recommended because you missed out on 5% or more of your potential traffic last week ⑦	+3.2% : Conversions +7.1 +\$0.01 Cost / conv. +\$0.13 Cost Weekly estimates	Move unused budgets Your ads stopped running on your busiest days. Get more traffic by moving unused budget to the ads that need it most. Recommended because you missed out on 5% or more of your potential traffic last week (2)	+3.2% Interactions +32 +\$0.00 Cost / interaction +\$0.13 Cost Weekly estimates
VIEW RECOMMENDATION	APPLY	VIEW RECOMMENDATION	APPL
Bid more efficiently with Target ROAS Set more conversion value at a similar ROAS	S with a fully automated		

Recommended because your account has enough conversion data to benefit from Target ROAS bidding, which can use data from all of your campaigns to optimize performance O

VIEW 9 RECOMMENDATIONS

APPLY ALL



Maximize your

### The journey towards Search Excellence

#### search presence Expand your reach Show the right message to and uncap your the right customer with budgets Responsive search ads. **Use automation** Increase your coverage to drive growth through new keywords, Measure the Dynamic Search Ads, and right actions Apply Smart Bidding audience lists. with realistic targets Set up conversion to hit your goals and tracking and use unlock growth. Data-drive attribution model.

# Keep in minc

You have your own personalized journey to achieve Search Excellence and optimization score recommends the right solutions to deliver success.

Unlock growth opportunities

### $\checkmark$

Increase target CPA/decrease target ROAS to expand auction coverage Check Budget raising recommendations to capture increase in demand Use Performance Planner to maximize investment



# Thank you!