

The Customer Acquisition Playbook



Sherif Makhlouf

T:MQ

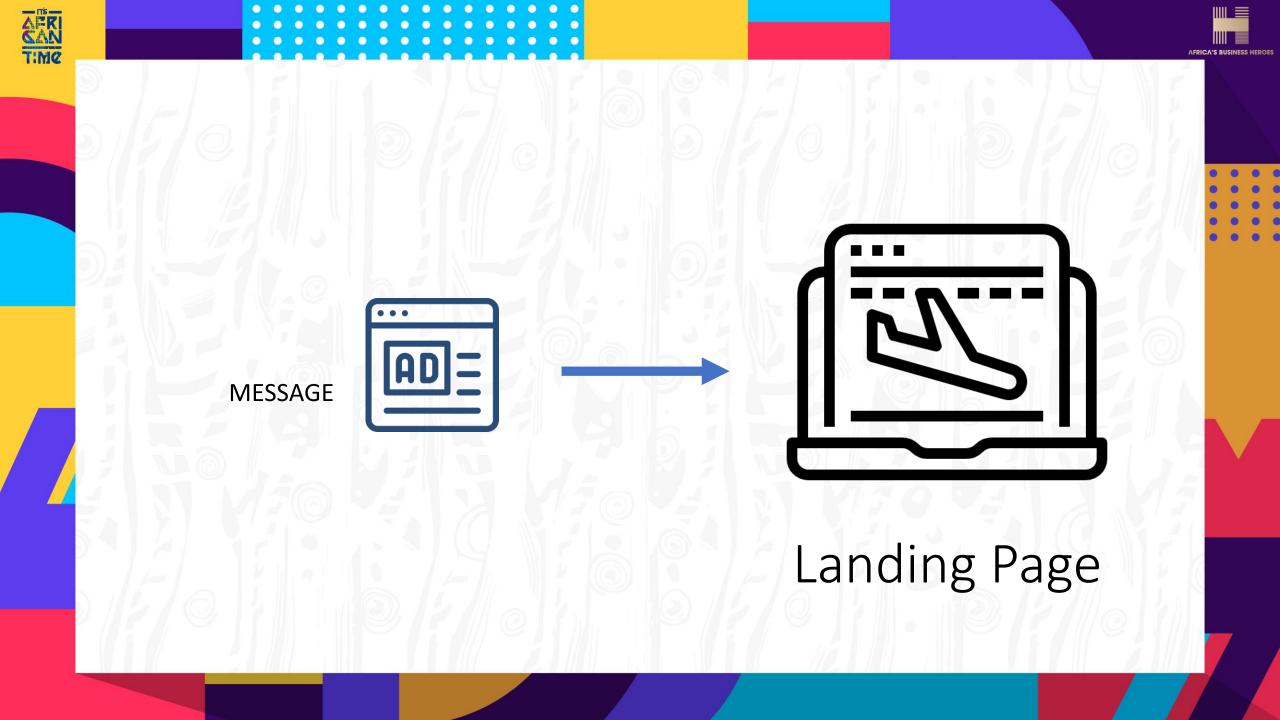
- ✓ Founder & Managing Partner of BOOST.
- ✓ AUC Professor of Digital Strategy
- **EX Management Consultant**
- Advisor to small and large clients including MGM Grand, Bank of America, Vodafone, Citi Bank.

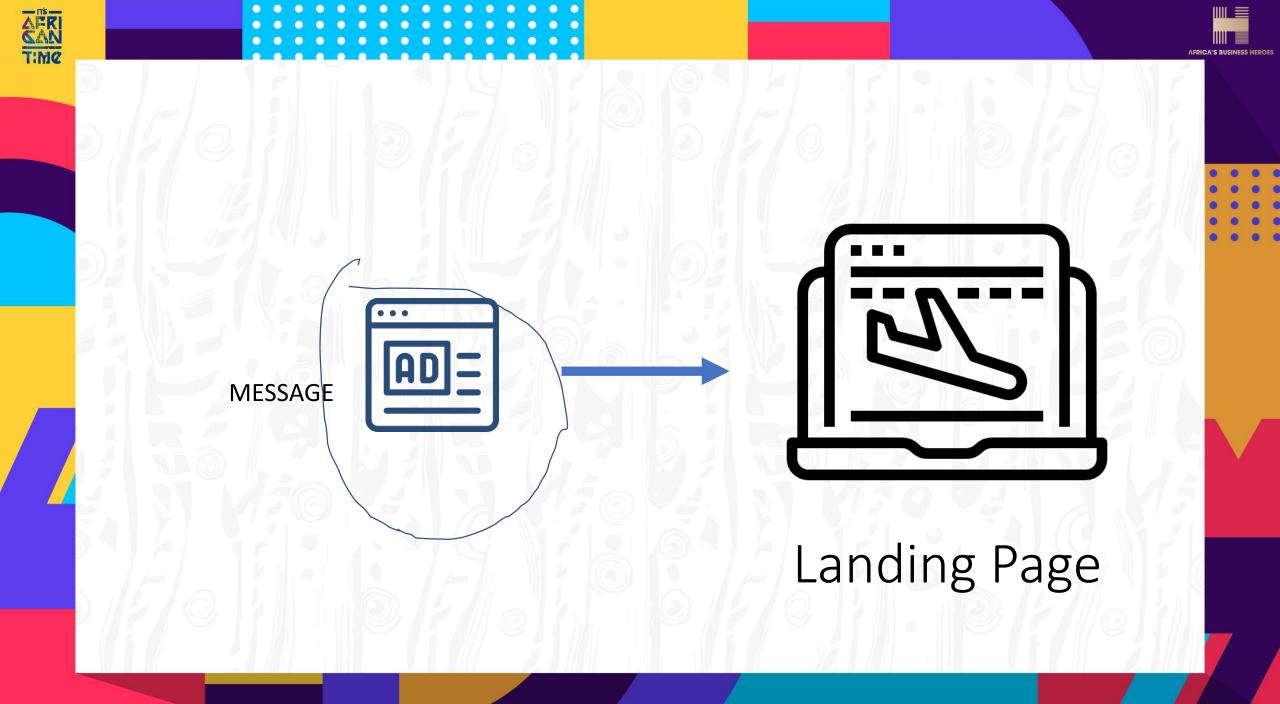
- Spent + \$900K on Facebook and Google Ads
- **10 Years building digital strategies**
- **Built more than 650+ customer acquisition funnels**

Without a customer, you don't have a business – all you have is a hobby.

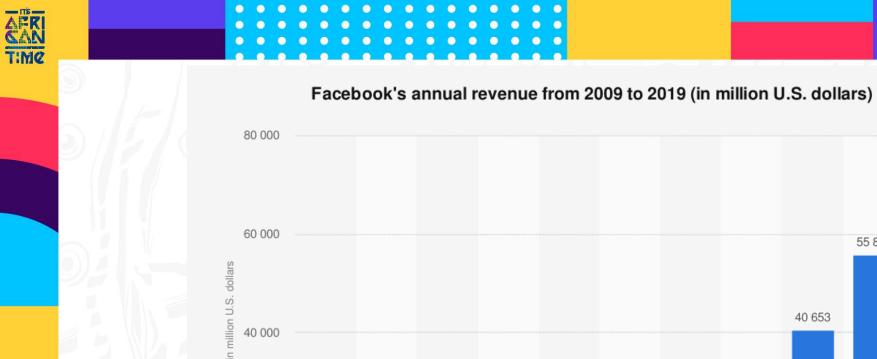
Don Peppers

a quotefancy

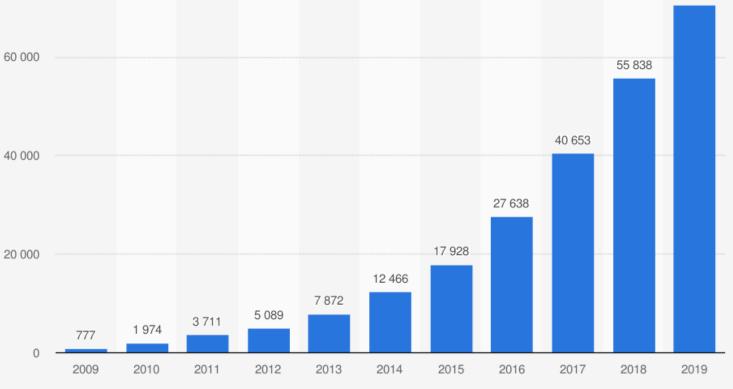








Revenu



Source Facebook © Statista 2020 Additional Information:

Worldwide; 2009 to 2019

AFRICA'S BUSINESS HEROES

CAN TIME

The power of Facebook

AFRICA'S BUSINESS HEROE

- Targeting
- Learning
- Mediums
- Products



LOCATION

- Everyone in this location
- People who live in this location
- People recently in this location
- People traveling in this location

षित्व

AGE

Select the minimum and maximum

age of the people who will find your

ad relevant.

65

13



오 Men

📀 Women

Leave this blank unless the audience you are targeting uses a language that is not common to the location you have chosen.

Type in any language to get started

INCOME

Household income:

Top 25-50% of ZIP codes (U.S.)

✓ Top 10-25% of ZIP codes (U.S.)

Top 10% of ZIP codes (U.S.)

Top 5% of ZIP codes (U.S.)

RELATIONSHIP STATUS

Civil Union
 Married
 Complicated
 Open Relationship
 Divorced
 Separated
 Domestic Partnership
 Single
 Engaged
 Unspecified
 In a Relationship
 Widowed

BEHAVIORS

Reach people based on purchase behaviors or intent, device usage, and more. Some behavior data is available for U.S. audiences only.

- All mobile devices by brand
- All mobile devices by operating system
- Android: 360 degree media not supported
- Android: 360 degree media supported
- Facebook access (mobile): all devices
- Facebook access (mobile): feature phones
- Facebook access (mobile): smartphones & tablets
- Facebook access (mobile): tablets
- Network connection
- New smartphone & tablet users
- Owns: OnePlus
- Mobile device use time



- Operating system used
- Canvas gaming
- Console gamers
- Facebook Payments users (30 days)
- Facebook Payments users (90 days)
- Facebook Payments users (higher than average spend)
- Facebook access: older devices and OS
- Facebook page admins
- Primary email domain
- Small business owners
- Technology early adopters

Anniversary within 61-90 days

CONSUMER CLASSIFICATION

- People who prefer mid- and high-value goods
- People who prefer high-value goods

EXPATS

INTERESTED IN UPCOMING EVENTS





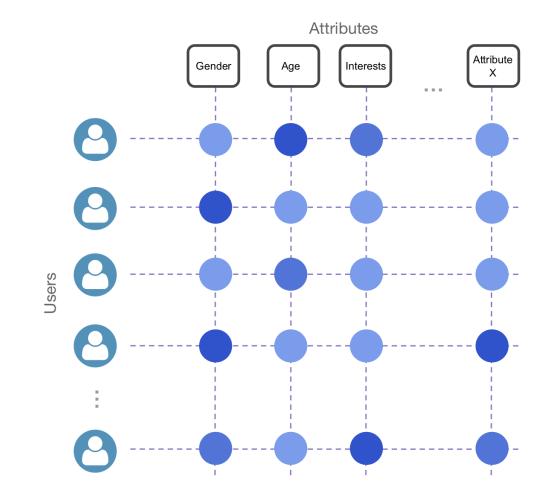
The power of Facebook Ads

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Delivery	*	Bid Strategy	Budget	Last	
 Active (Learning) () 2 Approved 	Learning phase	progress			
 Active Initial learning comple 	About 50 purchases recommended Based on 7-day click and 1-day view attribution window After you create a new ad set or make a significant edit to an existing one, our system starts learning who to show ads to. This learning isn't a change to the way our system works, but we're showing the status to let you know when				
 Active Initial learning comple 					
 Active Initial learning comple 		still stabilizing. Learn			

Attributes Attribute X Gender Interests Age - - - \bigcirc Users

AFRI CAN TIME

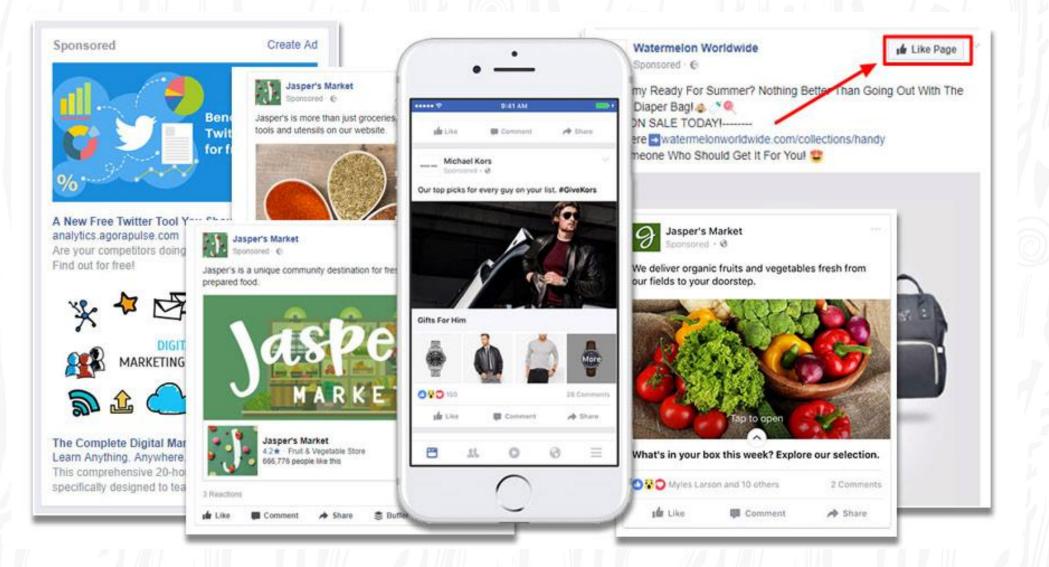


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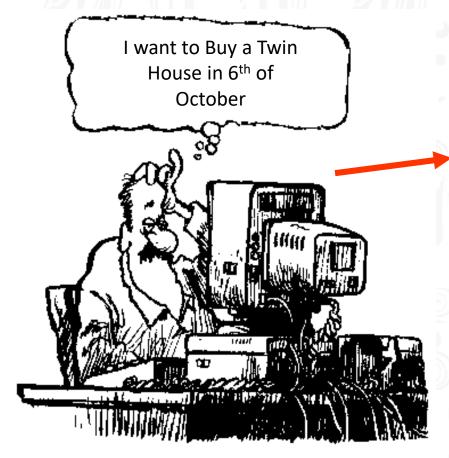
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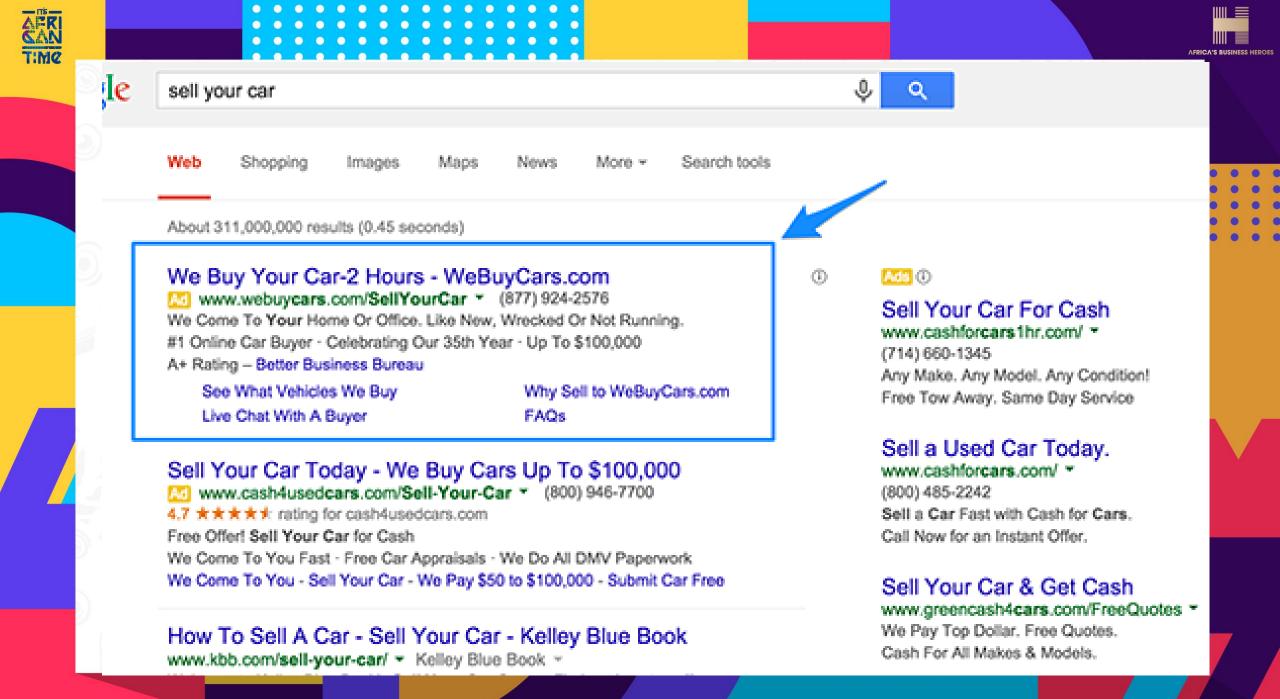
The power of Google High Intent + Perfect Timing



TIMO

Buy Your Dream House Now Buy the house that your dreaming of in the beset location in 6th of October https://mabany.squarespace.com/

Google AdWords





Google AdWords – Search Network ✓You pay per click Google AdWords **Price Per Risk Free Real Person Keyword** ✓ Extremely Measurable Who Which words **How Many** Keyword Clicked Leads

lide 1

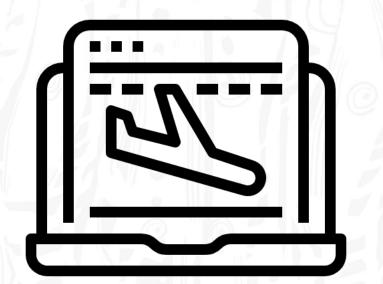
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APRI CAN TIME

> Impressions Clicks Clickthrough rate Cost per click (CPC)





Concrete vs. Abstract

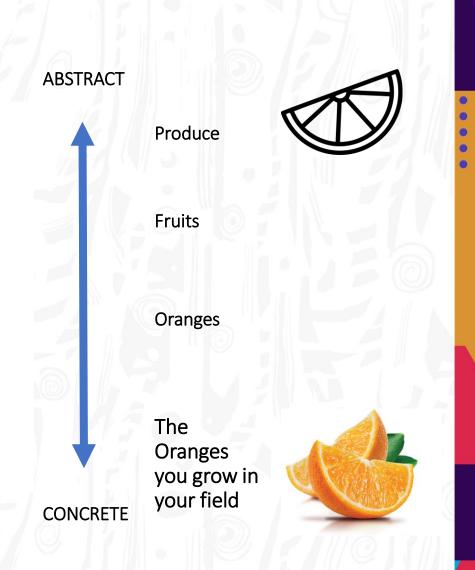
CONCRETE

CONCRETE

refers to objects or events that are abled to be sensed (seen, heard, smelled, touched, and/or tasted)

ABSTRACT

refers to ideas or concepts; these cannot be sensed



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*Redefining teamwork

monday.com is a team management platform that makes great teamwork easy

Team projects

AFR

TIME



******* monday.com



01 You'll no longer have to use separate apps.

Add Kanban Boards, Gantt charts, Calendars, and more alongside docs, conversations, reminders, spreadsheets, and embeds to keep all of your work in one place.



Everyone knows what to do next.

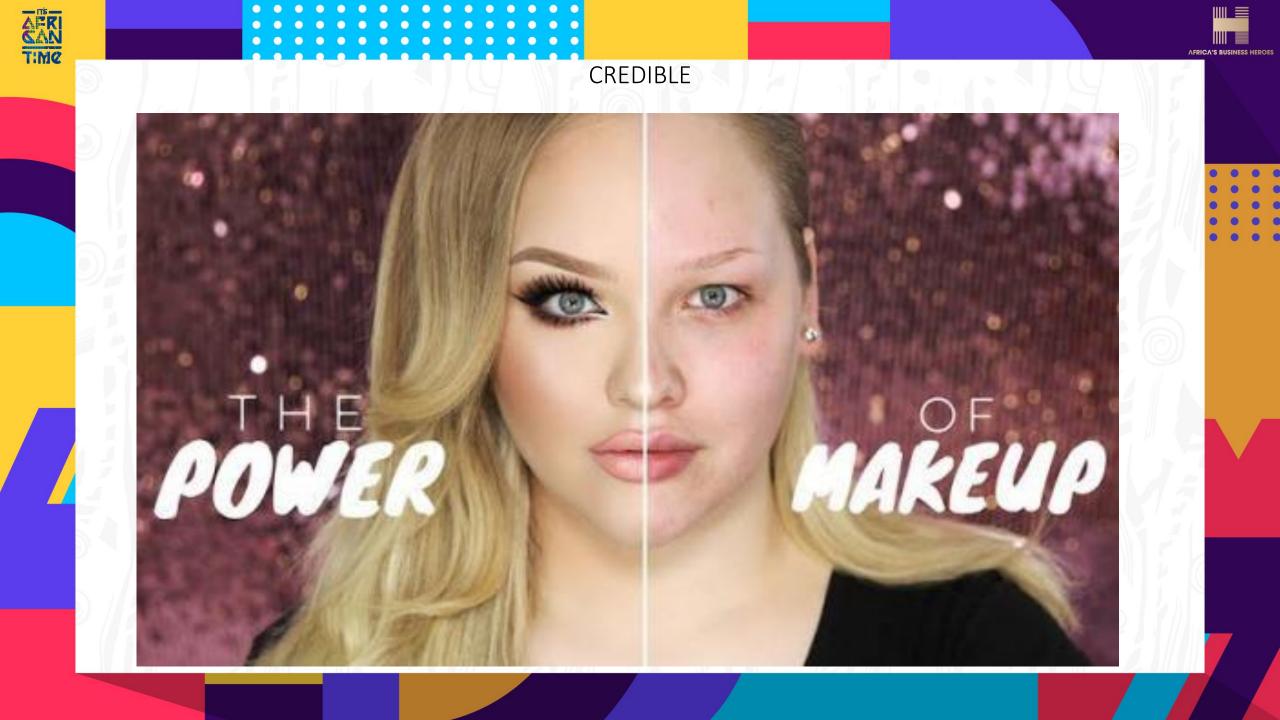
Use Inbox to see what

you have to work on

next.

02 You'll know what everyone is working on.

View other people's profiles to see what they are working on and what they'll work on next for ultimate and unprecedented transparency.







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iPhone

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juice pack plus

made for iPhone 5

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SEPROTECTION







NEW YORK TIMES BESTSELLER

Contagious

WHY THINGS CATCH ON



JONAH BERGER

"Jonah Berger knows more about what makes information 'go viral' than anyone in the world." —DANIEL GILBERT, author of *Stumbling on Happiness* Why Some Ideas Survive and Others Die

MADF. to STICK Chip Heath & Dan Heath



Q Search

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Log In



Earn money as an Airbnb host

From saving for home repairs to taking a dream trip, hosts use extra income to fund their passions.

Start Hosting

What you could earn in Boston



HOW HOSTING WORKS

1

Sign up to host

Start by creating your listing. It's like a profile page for your place.



The Jam Case Study





24 options

6 options

2



The Result?



3% purchased jam



30% purchased jam

26

	Website Homepage	Campaign Landing Page	
APRI CAN T:Me	← → C Q https://greatcompany.com/	← → C Q https://greatcompany.com/landing-page	
TIMe			

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GET STARTED

incorta.

The Direct Data Platform

Direct is the shortest path from data to insight. Incorta empowers



DIRECT DATA PLATFORM 5

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What if you could bypass fragile ETL and expensive data warehouses, and deliver data projects in days, instead of weeks or months? Our direct approach to analytics delivers true self-service in the cloud or on-premises with agility and performance.



STRONG PARTNERSHIPS

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LEARN MORE >

technologies.

PLATFORM

Incorta is The Direct Data Platform built to deliver incredible business insights.

ENTERPRISE SOLUTIONS

Eliminate backlog by delivering analytics in minutes not days.

· Ingest entire schemas and eliminate the need for data model design and the unnecessary parts of ETL. · Run hundreds of joins against the most complex data sets without having to flatten them.

"It used to take 8 to 12 weeks to get a report from request to production. With Incorta, business users can do that on their own, instantaneously."

. BROADCOM AJIT OAK, BI SENIOR MANAGER





Enable faster and more accurate decision making across your

incorta.

Unleash The Potential Of Your Company With The Help Of Real-Time Data Analytics

The Fastest Way To Analyze Complex Data



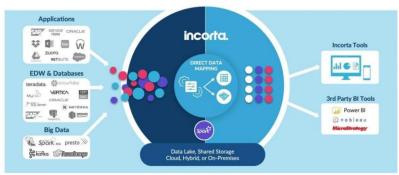
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Sherif Makhlouf

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The Incorta Unified Data Analytics Platform

Incorta is a unique data and analytics product that consolidates the most essential data pipeline tools, data science and data enrichment tools, and data analytics tools into a true self-service data experience



Benefits of Incorta

SUPERIOR PERFORMANCE AND SPEED

- ✓ No more waiting. Incorta delivers billions of rows, ready in minutes.
- ✓ Direct Data Mapping Engine: sub-second drill-down across billions of records
- ✓ Incorta allows real time reporting based on accurate data analytics, which leads to better management decisions.
- Eliminate backlog by delivering analytics in minutes not days.
- Incorta can integrate with different data sources

DEPLOYMENT TIME

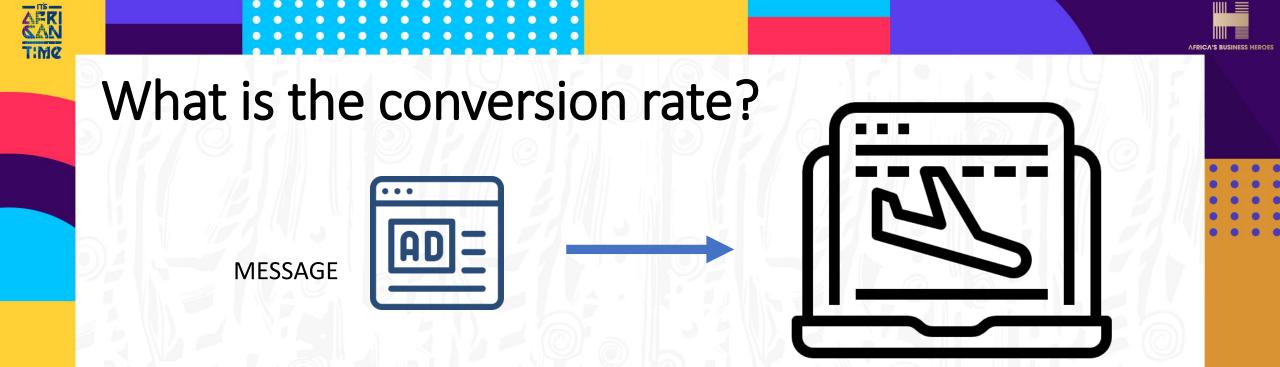
 Time to market is very fast, with Incorta it is a matter of days compared to a minimum of months for deploying other technologies.

COST

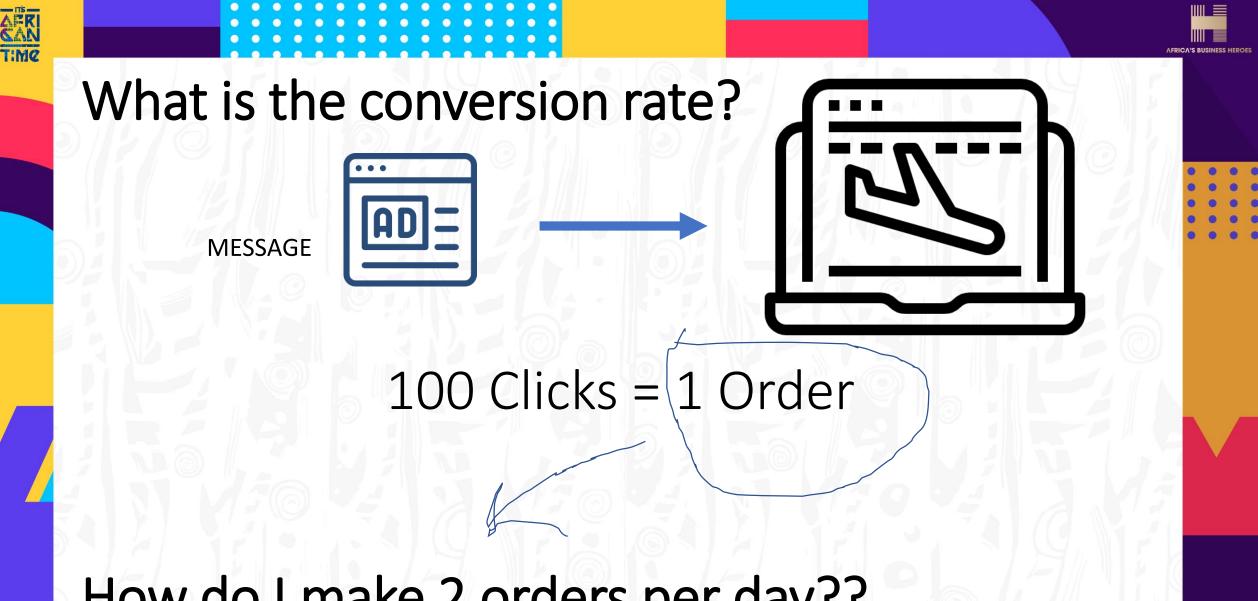
✓ Cost of License plus savings in professional services make Incorta a much more cost effective solution compared to any other tool

USER INTERFACE

- The ease of use of Incorta allows business users to run queries, customize reports, create new dashboards at a click of a mouse without the need for any IT consultants.
- It is the only solution with a true self-service system that business users are able to navigate, and create and customize their own reports



100 Clicks = 1 Order Conversion rate = 1/100 **1%**



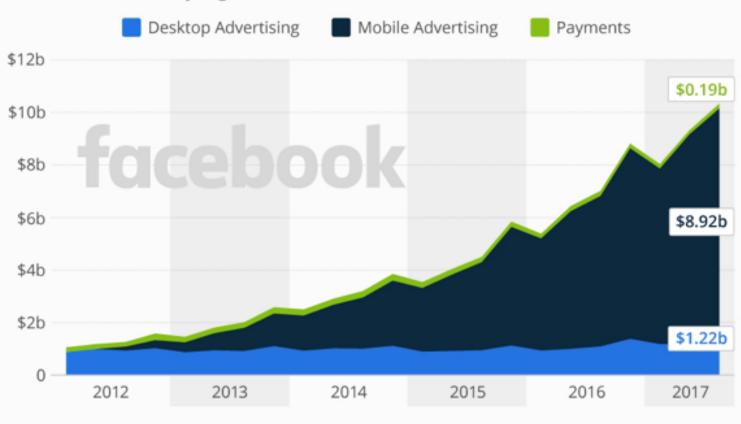
How do I make 2 orders per day??



Mobile First

Facebook's Growth Is Fueled by Mobile Ads

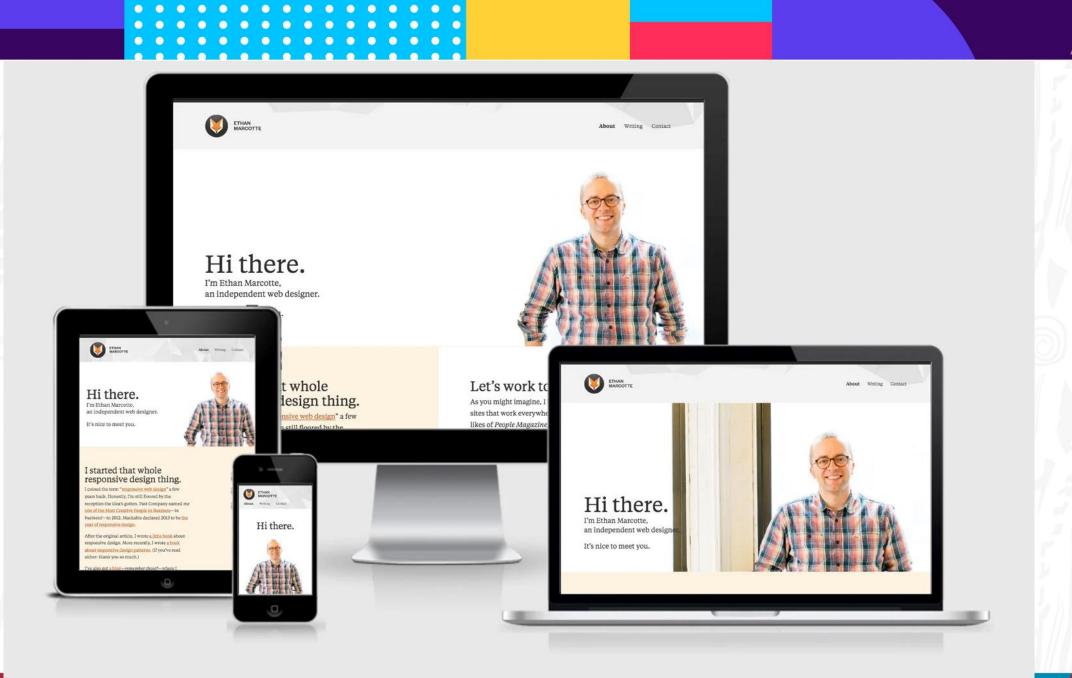
Facebook's revenue by segment













Size Matters

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Citibank International Personal Bank Singapore

citibank Unclear Value Proposition

Citibank in Account



inAccount. A Global Online Account in Singapore for your savings, trades and investments. Powered by Citi.

What is Citibank International Personal Bank Singapore (IPB)?

Citibank's premier solution to meet global banking and investment needs of affluent individuals like yourself, who are residing abroad. Benefit from Singapore's stable political environment and superior infrastructure to diversify and manage your wealth.

What is inAccount?

inAccount is a unified online platform offered by Citibank IPB Singapore that gives you instant access to your funds, while allowing you to trade, invest and manage your wealth anytime, from anywhere.

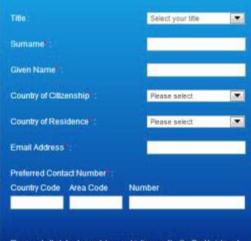


Convenience

- Instant access to your funds online and from over 1.4 million Citibank and shared ATM network worldwide
- Manage your savings, trading and investment with a single login
- 24-hour access to your account from wherever you are

Apply Now

Yes, I want to apply for inAccount in Singapore now! Simply fill up your details below and we will contact you soon



Please note that due to regulatory restrictions and/or the Bank's internal policies, we may not be able to open accounts for some countries.

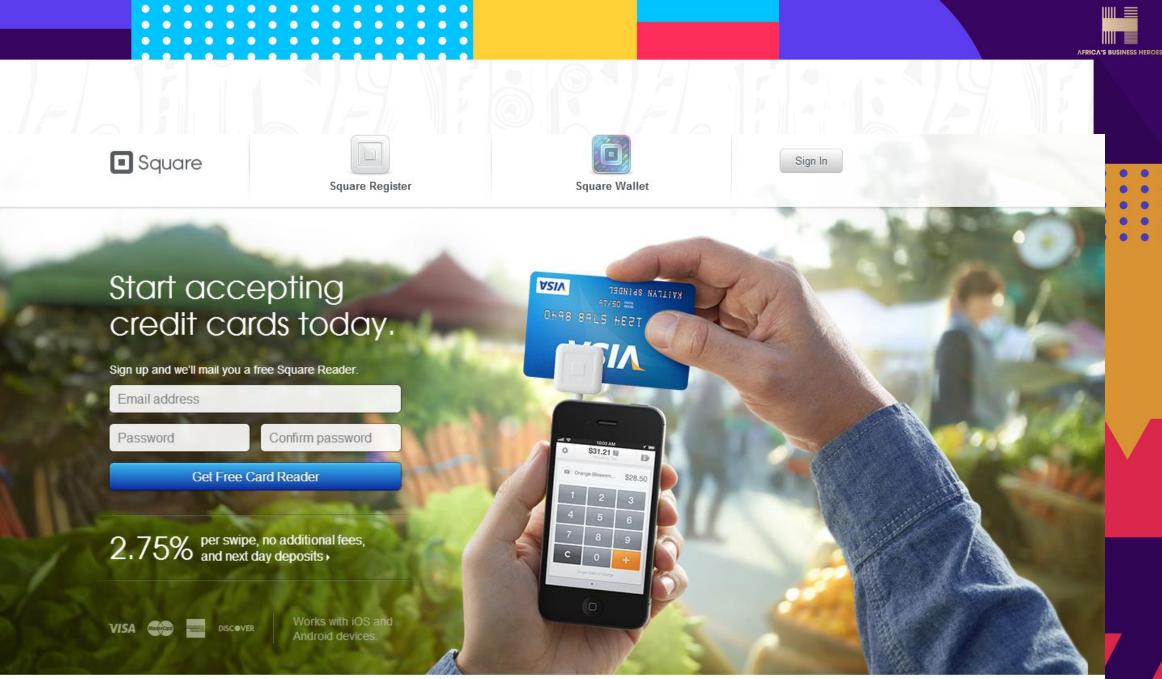


Apply Now

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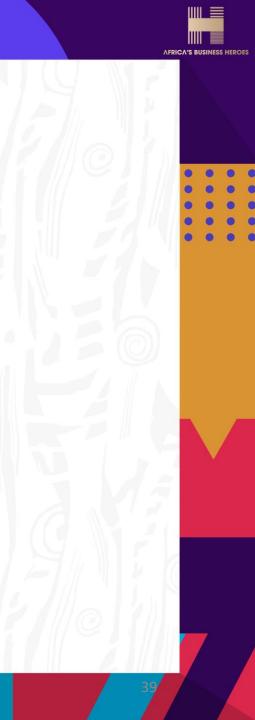


PRO	PLUS	STANDARD	BASIC
\$99/month	\$49/month	\$19/month	\$9/month
Billed Annually	Billed Annually	Billed Annually	Billed Annually
250,000	100,000	25,000	10,000
visits / month	visits / month	visits / month	visits / month
100	50	25	10
active pages	active pages	active pages	active pages
Hourly	Hourly	Daily	Daily
reporting	reporting	reporting	reporting
Heatmap Report	Heatmap Report	Heatmap Report	Heatmap Report
Scrollmap Report	Scrollmap Report	Scrollmap Report	Scrollmap Report
Confetti Report	Confetti Report	Confetti Report	Confetti Report
Overlay Report	Overlay Report	Overlay Report	Overlay Report
.ist Report	List Report	List Report	List Report
Aulti Domains Tracking	Multi Domains Tracking	Multi Domains Tracking	Multi Domains Tracking
30-day trial for \$0			

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PRO	STANDARD	BASIC
\$99/month	\$19/month	\$9/month
Billed Annually	Billed Annually	Billed Annually
250,000	25,000	10,000
visits / month	visits / month	visits / month
100	25	10
active pages	active pages	active pages
Hourly	Daily	Daily
reporting	reporting	reporting
Heatmap Report	Heatmap Report	Heatmap Report
Scrollmap Report	Scrollmap Report	Scrollmap Report
Confetti Report	Confetti Report	Confetti Report
Overlay Report	Overlay Report	Overlay Report
List Report	List Report	List Report
Multi Domains Tracking	Multi Domains Tracking	Multi Domains Tracking
SIGN UP FREE	SIGN UP FREE	SIGN UP FREE
30-day trial for \$0	30-day trial for \$0	30-day trial for \$0





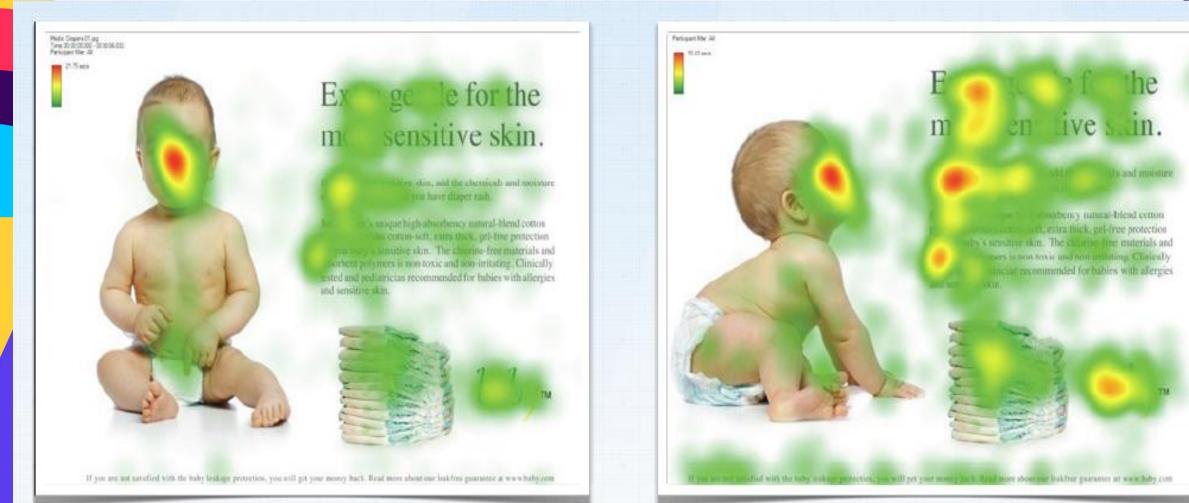
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Conversion optimization for smart people.

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Vancouver, BC (YVR) to Montreal, QC (YUL) Tue. Apr. 30 - Fri. May. 3. 1 traveler

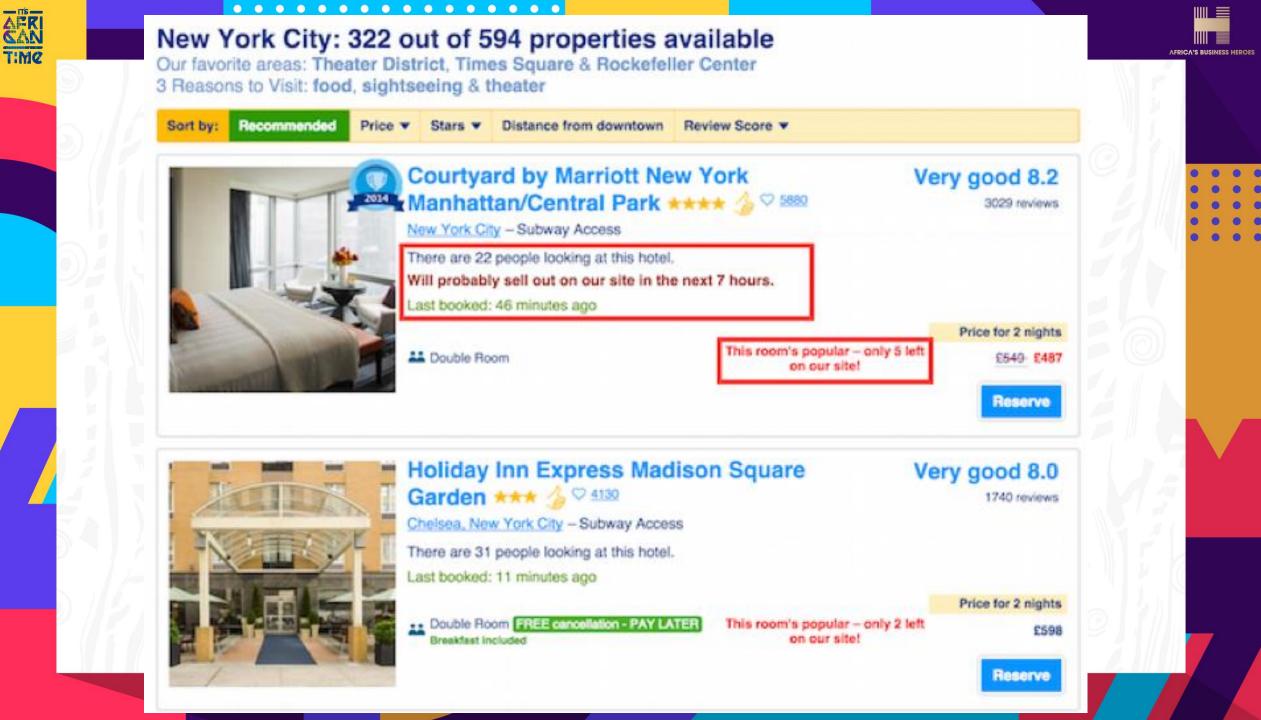
				SELECT
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VR 11:25pm + Ir Cenada 180	Montreal			Return form C\$1,087 barpemon Indudes tax and hear SELECT
VR 4:55pm -+ V Canadu 112	Montrodi YUL 12:46am -1 day	Nonstop	4h 61m	Return from CS1,087 per particin Indicates lack and heak SELECT
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5. Urgency & Scarcity

Limited time offers. Limited quantities left.

EXPEDIA Only 3 tickets left at this price Much less likely to wander off and check out the competition

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Limited-time deals



Today 25% off



Saint-Germain-des-Pres - Luxembourg (6 arr.) Map 9 1-866-264-5744 • Expedia Rate Good! 3.7/5 (172 reviews) We have 1 left at \$165 \$124

Earn 544 points

avg/night



Paris Marriott Champs Elysees Hotel *****

Champs Elysees (8 arr.) Map 💡

1-866-267-9053 · Expedia Rate

Excellent! 4.3/5 (203 reviews) We have 5 left at

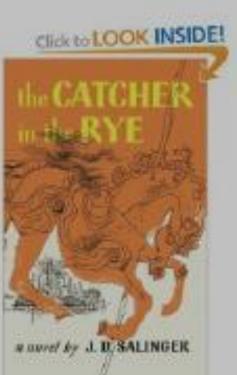


avg/night Sponsored Earn 2,072 points







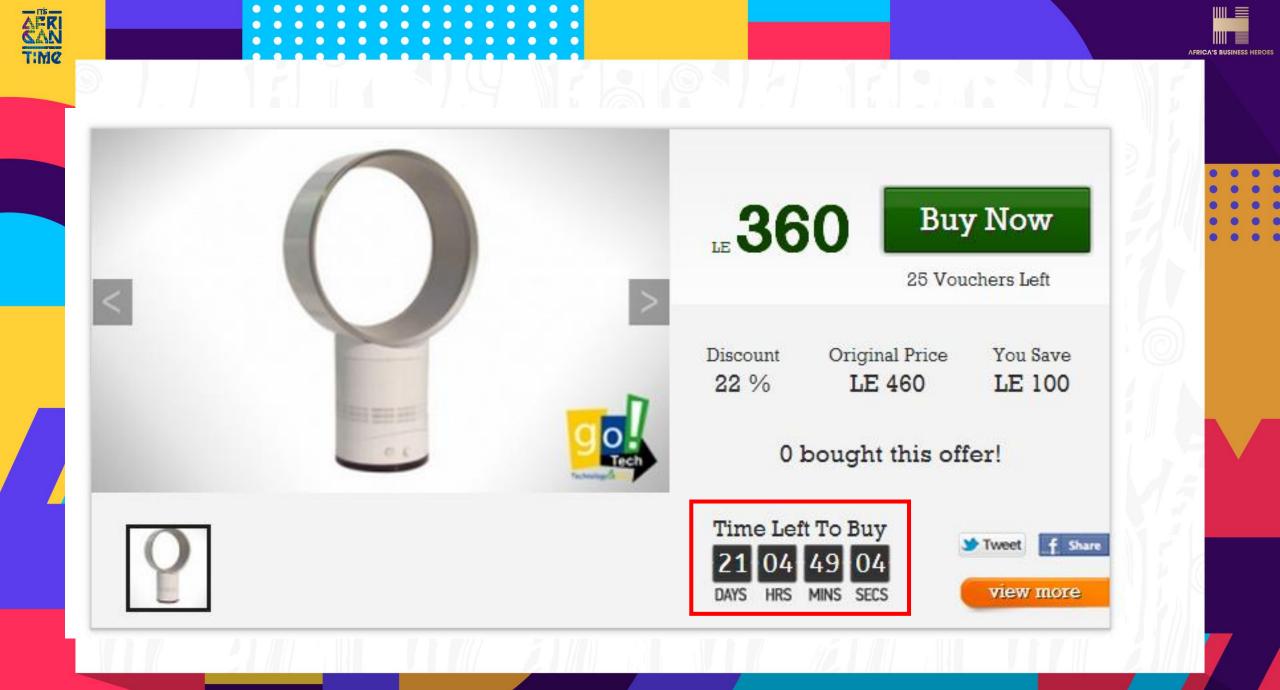


The Catcher in the Rye [Mass Market Paperback] 1.0. Salinger (9) (Author) Address (9) (3.312 outcomer reviews)

List Price: 88.00

Price: \$4.12 & FREE Shipping on orders over \$25. Details You Seve: \$2.87 (41%) In Stock.

Want it Friday, May 107 Order within 21 hrs 51 mins and choose One-Day Shipping at checkout.



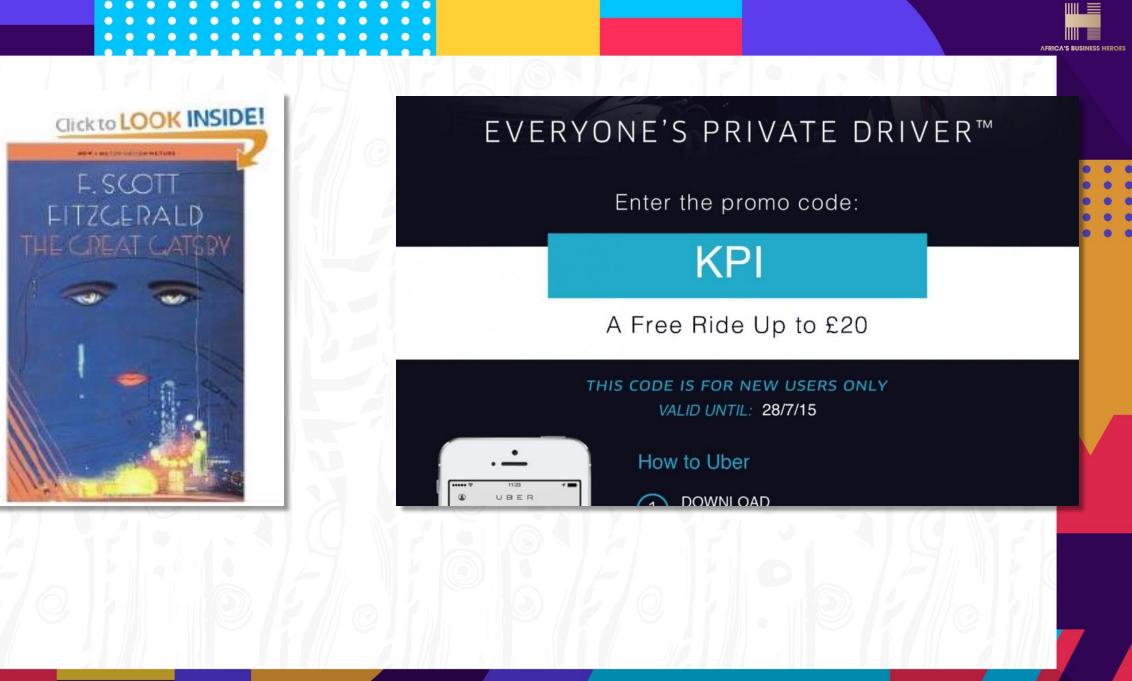


HELP THEM TO TRY BEFORE YOU BUY

















Numerical social proof

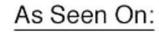
- Number of event attendees (webinar, conference)
- Number of downloads (ebook, software)
- Customer count (online SaaS business)
- Number of social shares

Standard online trust indicators

- Testimonials (quotes, tweets)
- Press mention logos
- Customer logos
- Privacy statements/policies















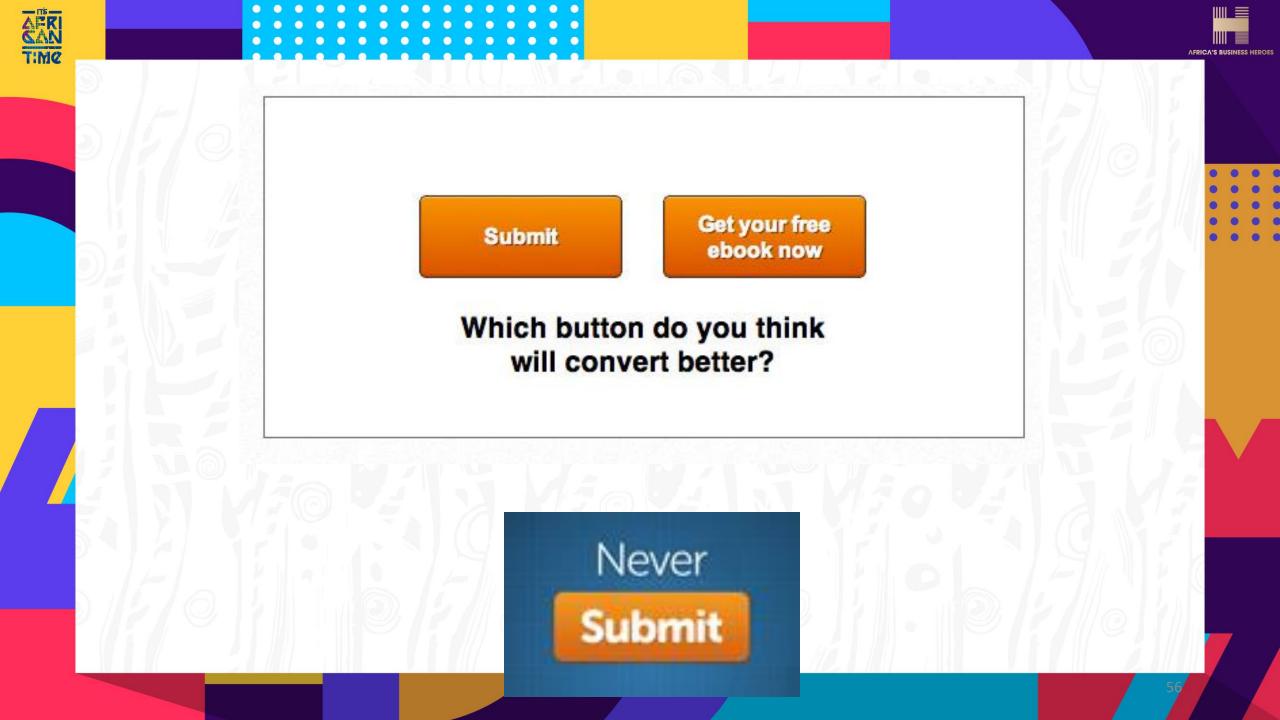
Nemo Chu, Director of Customer Acquisition, Kissmetrics

Small Businesses & Big Brands Rely On Crazy Egg Every Day

To Make Their Websites Convert More Visitors Into Revenue Month After Month









What will happen when they click?





Square Card Reader Accept credit cards anywhere.



Square Register Turn your iPad into a register.



Pay with Square Never swipe your card again.



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Start accepting credit cards today.

Sign up and we'll mail you a free Square Card Reader.

Email address



Create password

Confirm password

Get Free Card Reader





Features Vs Benefit Statements

- A Major Marketing Mistake!
- Listing the features of your offering requires your visitors to *figure out for themselves* how your product or service can help them.
- A more effective way to communicate how you'll solve their problems is to talk in terms of benefits.

"Sell the hole and not the drill"



ophie **juice pack** plus

•••



attery ione 45 & iPhone 4 our batterie rechargeable ione 45 & iPhone 4

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made for iPhone 5

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Works with: iPhone" 55 & 5 Compatible avec: IPhone" 55 & 5

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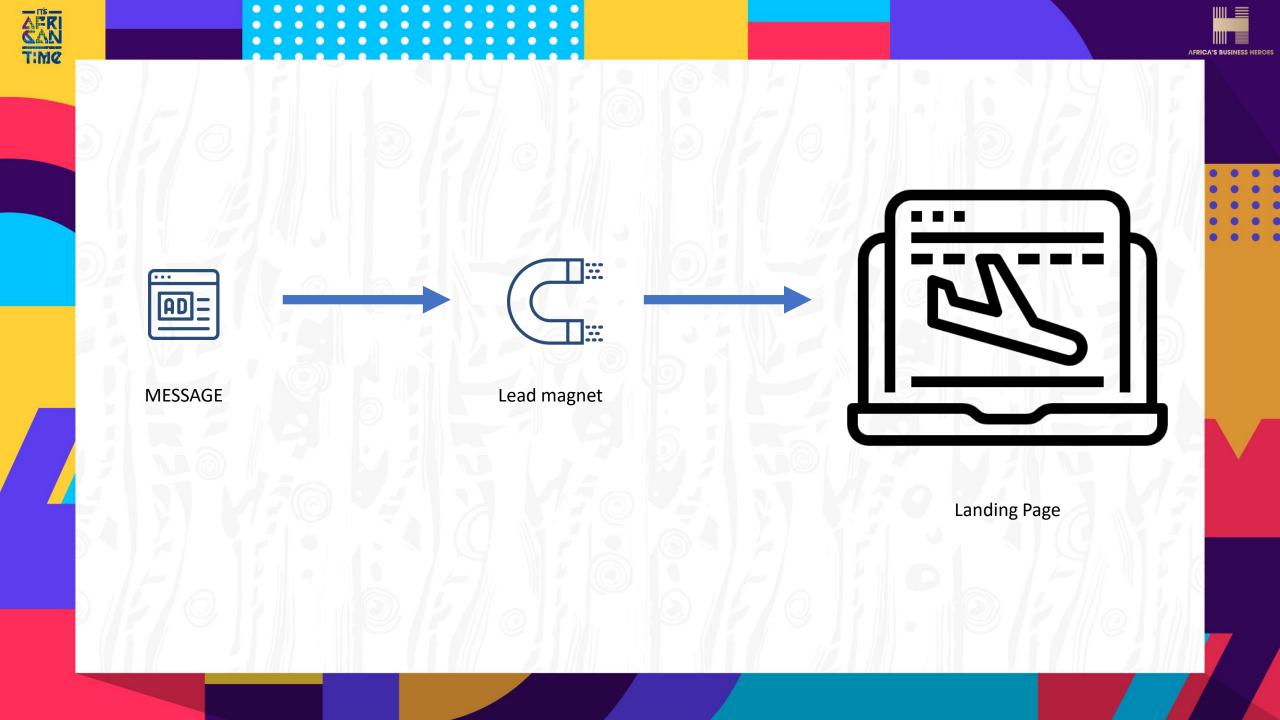
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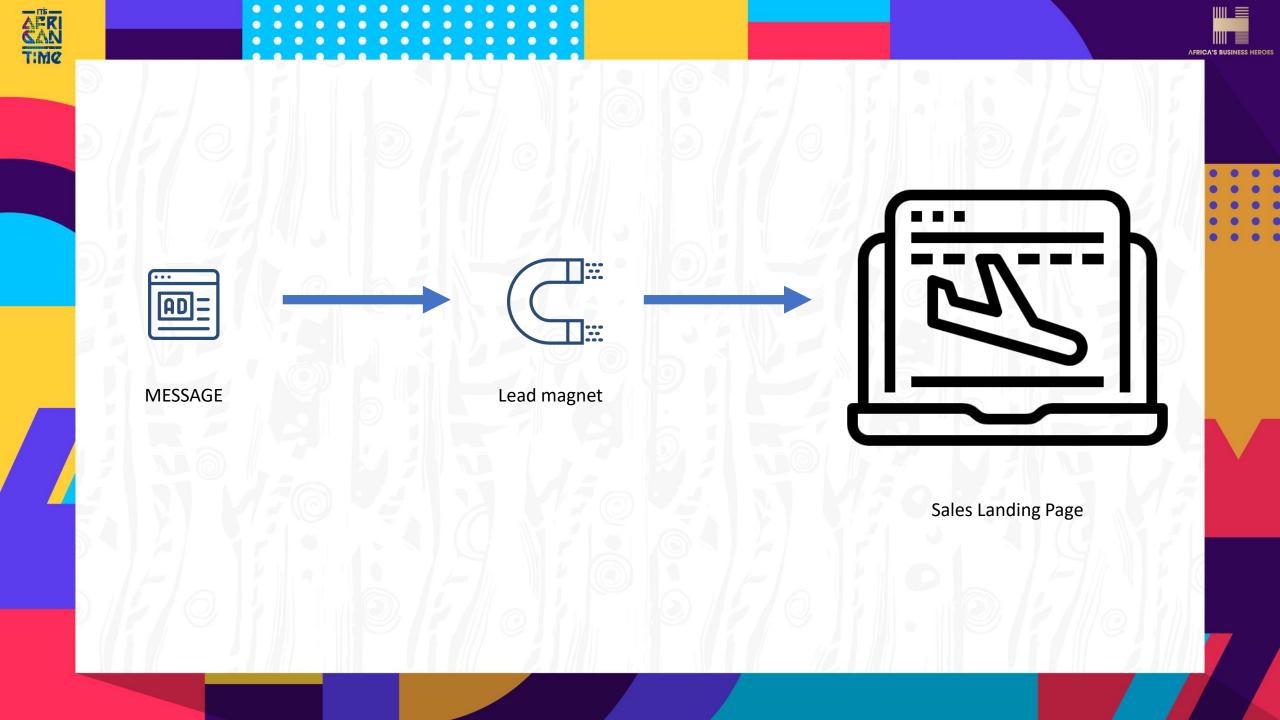
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VEND RETAIL GUIDE

Inventory management guide: set up the best system for your store

Proven tips for maintaining inventory accuracy and reducing shrink.



GET THE FREE GUIDE First name Last name Email address Company +1 999 555 0123 (include country & area code) Country Country Type of Business Number of Locations Estimated Annual Turnover

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The Ultimate Guide to 100+ Best Products to Sell in 2020



Oberlo

by Nicole Martins Ferreira

TRAXONE Track + Target + Transact

The Ultimate Retailer's Guide to Mobile Advertising

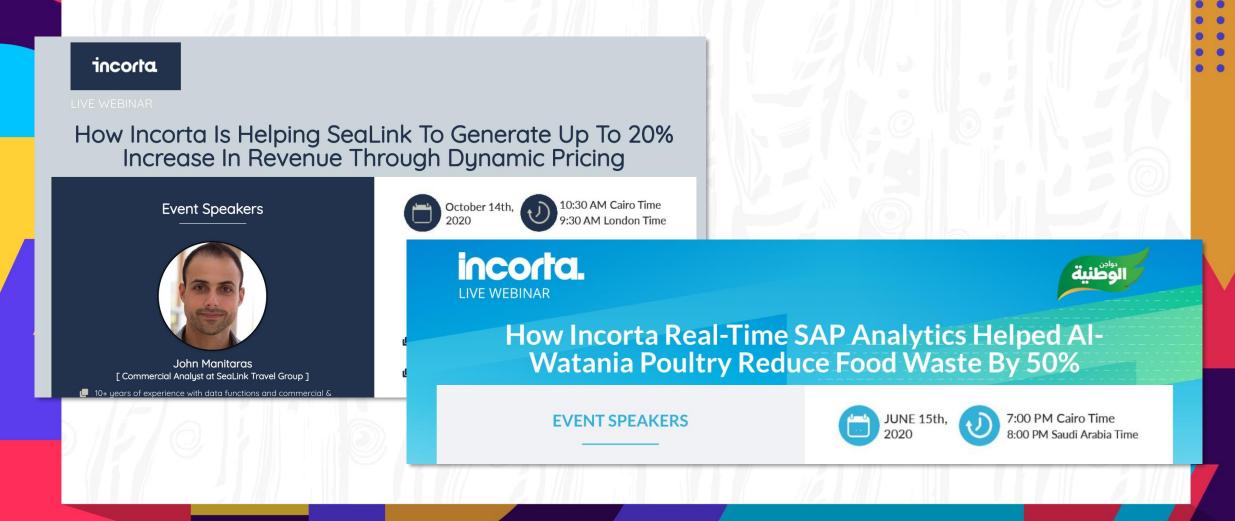
How to target the real buyers and get 10x ROI





Webinar Best Practices

Showcase a case study where they can steal ideas and use it



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The ultimate guide and solution for Immigration into Canada









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It sounds super difficult, it's actually really easy.



How To Save For A Down Payment And Still Live Your Best Life

Instead of going to extremes, look at small actions that carry a big impact. Think of saving for your down payment.



Out of the hundreds of tasks social media managers & marketers are responsible for... There are 10 golden rules to top them all!

Would you add any rules to the list?



10 Golden Rules for Social Media Managers and Marketers

From setting proper social media goals to truly understanding consumer behavior - Here are the 10 golden rules for social media managers and... BLOG.BUFFERAPP.COM

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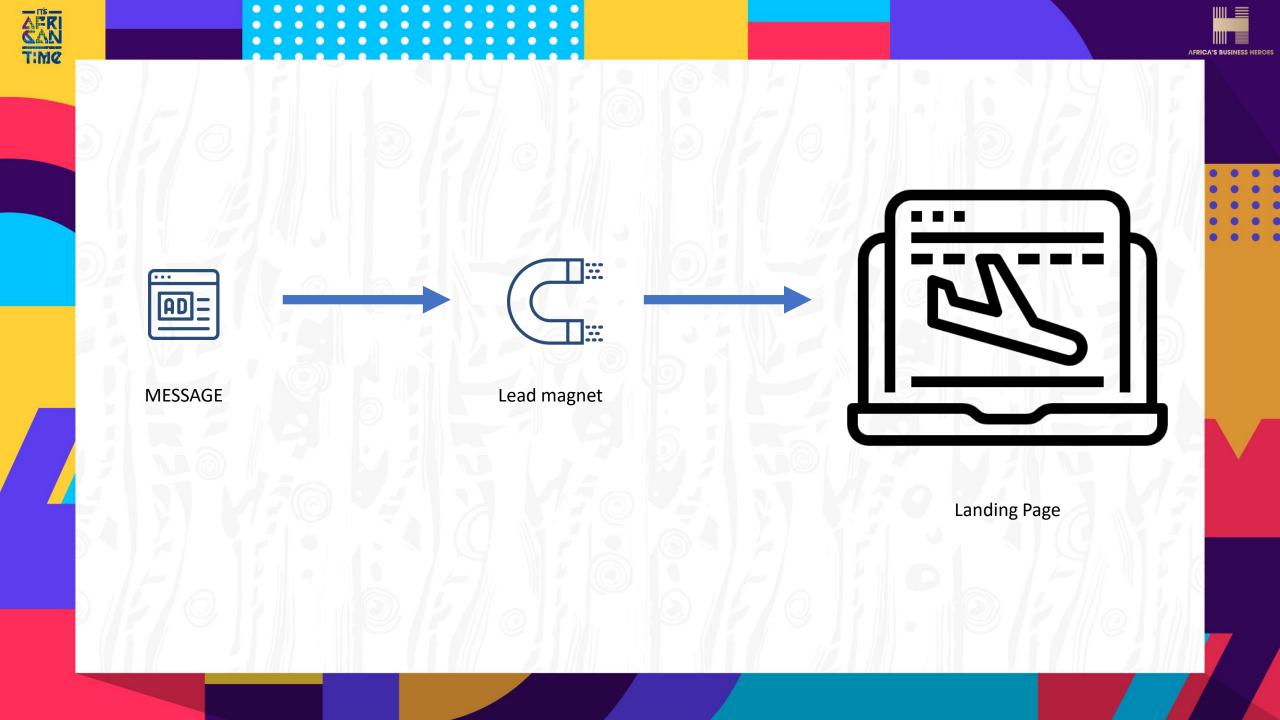


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Consumers Visit 38 Sites Before Booking, Expedia Says

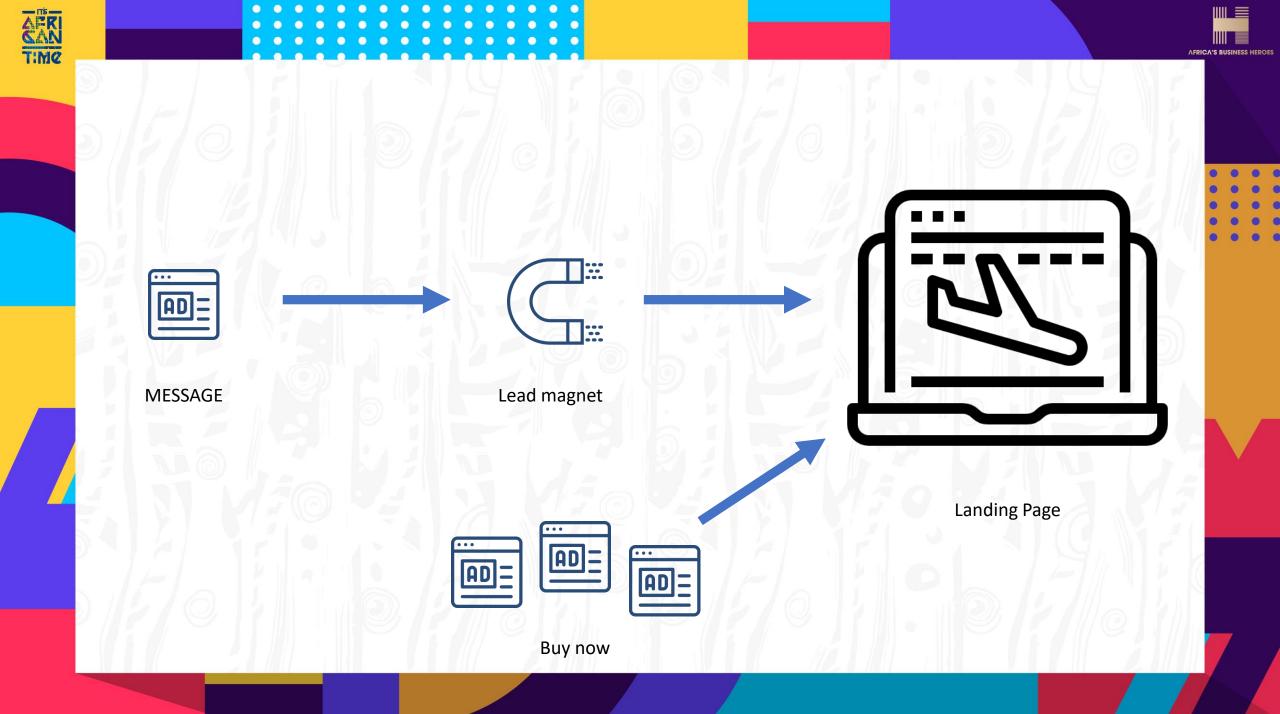
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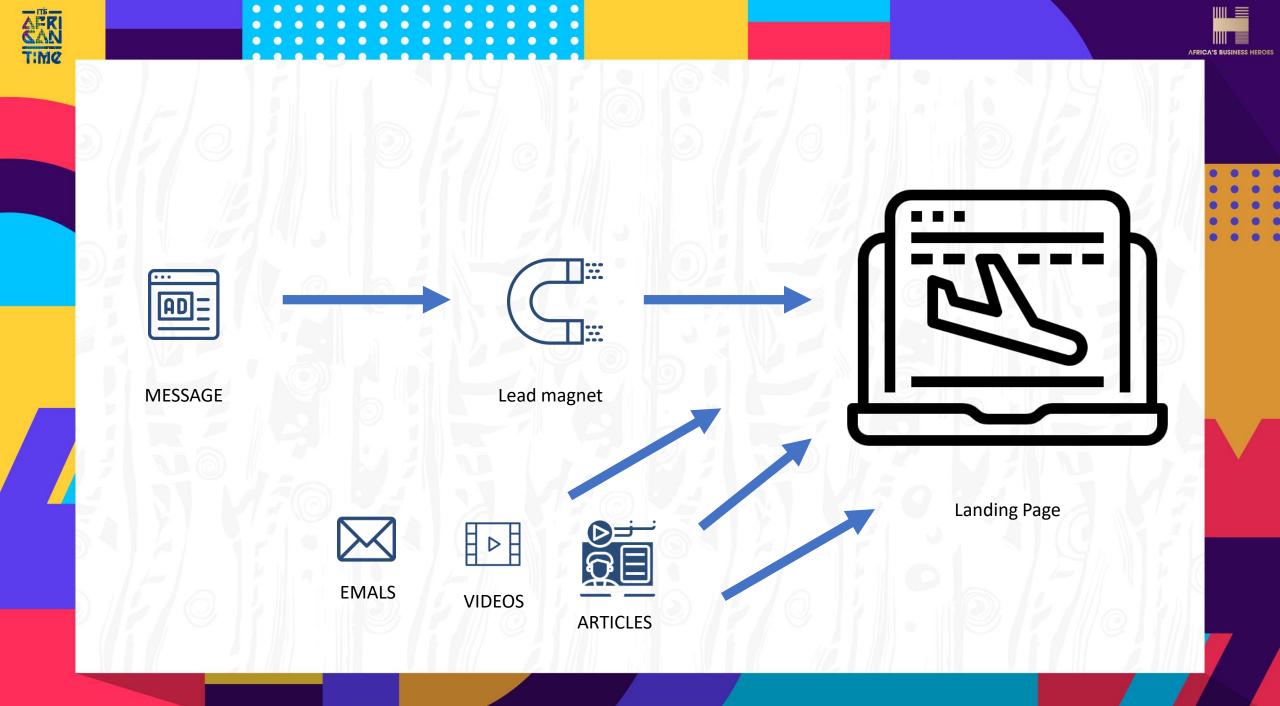


ENTER RETARGETING











- Trying to tell them <u>WHY</u> They should buy
- Who Else bought it? And what results they got
- What happens if you don't buy it? Is it a mistake?
- What happens if you don't like it? Is there a guarantee
- Is it running out?
- You can see it here in more details?



FREQUENCY

THE RULE OF 7

CUSTOMERS WILL NEED TO SEE YOU SEVEN TIMES BEFORE THEY REMEMBER WHO YOU ARE



PLATFORMS

FRICA'S BUSINESS HER

BEING ON THE RIGHT **PLATFORM**. YOUTUBE, EMAIL, AD NETWORKS, INSTAGRAM...ALL ARE CHANNELS WHERE YOU CAN SHOW UP FOR YOUR AUDIENCE.

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THANK YOU