



SOCIAL MEDIA ROI WORKBOOK



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INTRODUCTION

Social media generates traffic, gives you brand exposure and connects you directly to your customers and potential customers. However, tracking the results of your social marketing efforts and proving its value can prove tricky and is often viewed as “woolly”.

After all, if you can't show the return of investment (ROI), where's the motivation to make the investment in social media marketing in the first place?

This guide covers the common objectives for social media, the KPIs you can assign to them and the metrics you can measure against them.



DECIDE ON YOUR SUCCESS METRICS



Measuring success is impossible without first clarifying your objectives. What messages do you want to communicate and image do you want to convey? What behaviour do you want to drive? What action do you want customers to take? Do you want to drive traffic to your site, generate leads by capturing data through downloads and sign-up forms, drive conversions; and create brand awareness. Your social marketing objectives need to be aligned with your business' overall commercial goals and support your wider marketing strategy.

BRAND AWARENESS

Are social channels are actually sending traffic to your website?

FIND OUT WHICH SOCIAL CHANNELS ARE DRIVING TRAFFIC TO YOUR SITE

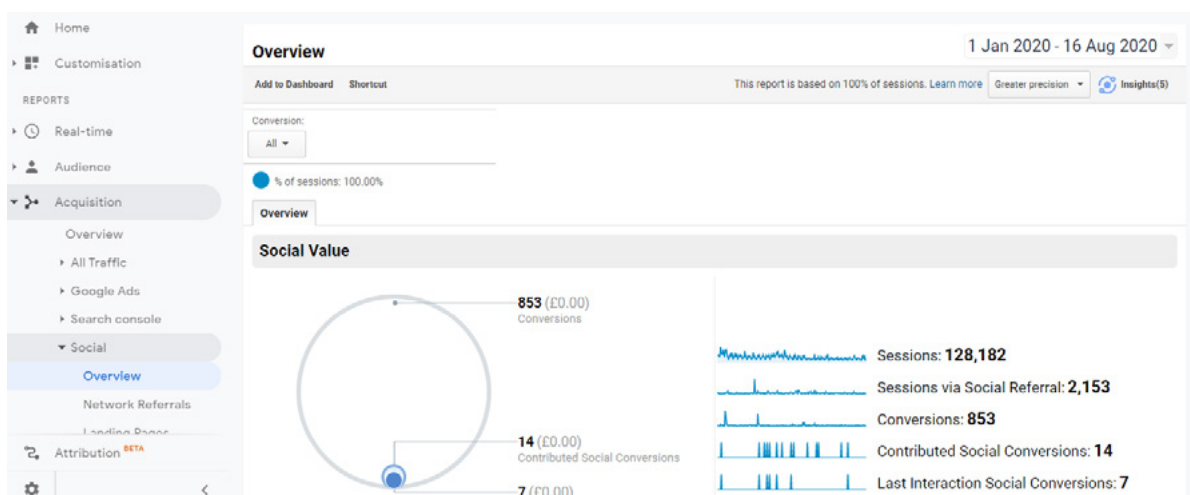


In Google Analytics, set your date range in the top right hand corner, then navigate to Acquisition>Social>Overview. This will give you a top level view of how social has contributed to your site traffic overall.

Here's what the numbers mean (more on conversions 'later'):

Sessions: total number of times someone interacted with your site in the time period entered in the top right hand corner.

Sessions via social referral: total number of times someone interacted with your site via one of your social platforms.



Under Network Referrals, you'll find a list of session split out by platform:

Social Sources	Social Network	Sessions	% Sessions
Social Network	1. Facebook	1,332	61.87%
Pages	2. LinkedIn	469	21.78%
Shared URL	3. Twitter	248	11.52%
Social Plug-ins	4. HootSuite	53	2.46%
Social Network	5. Pinterest	29	1.35%
	6. YouTube	7	0.33%
	7. Scoop.it	6	0.28%
	8. VKontakte	4	0.19%
	9. Netvibes	2	0.09%
	10. Blogger	1	0.05%

[view full report](#)

If you click into each, you can see which link drove the visit for that platform, along with basic data on Page Views, Avg Session Duration and Pages per Session.

To see an aggregate view of which URLs drove most traffic from social overall for the time period you've chosen, navigate to the Landing Pages view.

Acquisition	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020
Overview	Primary Dimension: Social Network						
All Traffic	Secondary dimension						
Google Ads							
Search console							
Social							
Overview							
Network Referrals							
Landing Pages							
Conversions							
Plug-ins							
Users Flow							
Campaigns							
Behaviour							
Conversions							
Attribution							
	Social Network	Sessions	Page Views	Avg. Session Duration	Pages/Session		
	1. Facebook	1,332 (61.87%)	1,556 (61.27%)	00:00:23	1.17		
	2. LinkedIn	469 (21.78%)	752 (34.78%)	00:01:46	1.60		
	3. Twitter	248 (11.52%)	541 (21.83%)	00:04:59	2.18		
	4. HootSuite	53 (2.46%)	121 (5.99%)	00:02:04	2.28		
	5. Pinterest	29 (1.35%)	34 (1.12%)	00:01:28	1.17		
	6. YouTube	7 (0.33%)	16 (0.53%)	00:01:56	2.29		
	7. Scoop.it	6 (0.28%)	6 (0.28%)	00:00:00	1.00		
	8. VKontakte	4 (0.19%)	4 (0.19%)	00:10:12	1.00		
	9. Netvibes	2 (0.09%)	2 (0.07%)	00:00:00	1.00		
	10. Blogger	1 (0.05%)	1 (0.01%)	00:00:00	1.00		

If you click into these URLs, you'll see which social networks have actually driven traffic to your site via this link.

Use the data you've found so far to help inform your social media activity going forward:

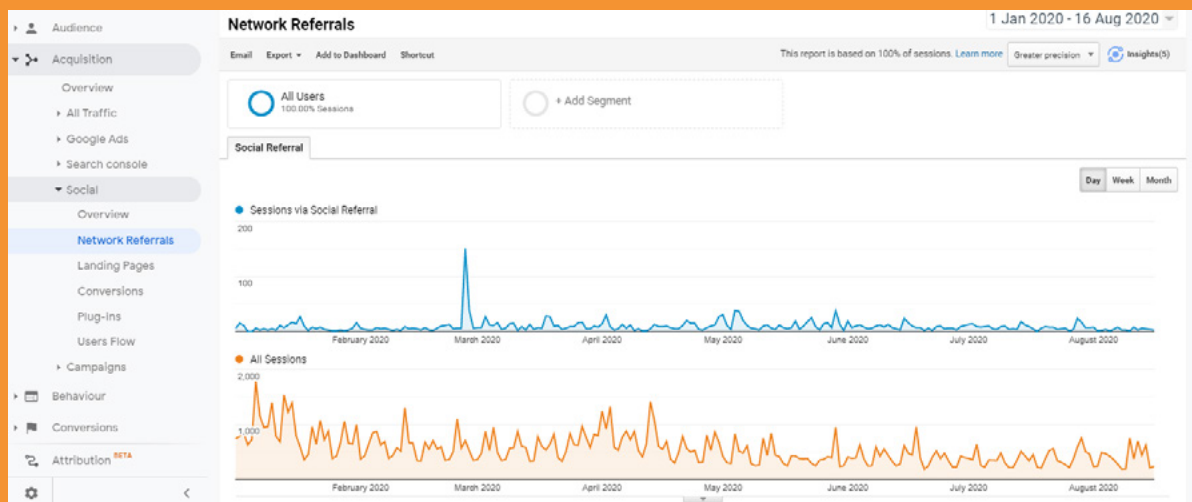


- Which areas of your website are driving the most traffic from social? How can you capitalise on this engagement by using these links in future posts?
- Which links and/or topics are driving engagement for channel? This can tell you a lot about your audience on each platform and the kind of content they're interested in, allowing you to tailor your posts by platform.

SEE THE BIGGER PICTURE



If you want to show how social is contributing to your site's overall traffic, use the Network Referrals Report (the example below shows the number of visits via social in blue, against overall traffic in orange).



Comparison View allows you to put your visits from social into a little more context by allowing you see the metrics in comparison with the overall site average.

Primary Dimension: Social Network

Secondary dimension	Sessions	Sessions (compared to site average)
1. Facebook	294	295.25%
2. LinkedIn	183	146.05%
3. Twitter	104	39.83%
4. Pinterest	7	-90.59%
5. Google+	2	-97.31%
6. Instagram	2	-97.31%
7. Pocket	2	-97.31%
8. reddit	1	-98.66%

For paid social, make sure you set up [UTM tracking](#) so that it falls under Paid Search in the Acquisition view, with Source as Facebook Ads (or whichever platform you're advertising on), Medium as CPC, and your Campaign name as Campaign.

ENGAGEMENT

Are people interacting with your brand on social media?

For this you can use each of your platforms' native analytics features.



TWITTER

You can use the information under Analytics under the Account Info dropdown to quickly identify your top tweets to promote to a wider audience, engage with your most influential followers, or to navigate further into your account or tweet performance. For example, you may want to review your top tweets, and share more of the content that your followers are already engaging with. You can also identify new, relevant audiences to target.

Top Tweet earned 737 impressions

At Click, we love using Google Data Studio for internal and external reports. So hen we added a new page to display Bing/Microsoft Ads data to an existing client report, we thought we'd share with you the steps we took to do it... ow.ly/2rwf50AtkNT [#GoogleDataStudio](#) [#HowTo](#)

👍 1 🗨️ 2

[View Tweet activity](#)

[View all Tweet activity](#)

Top Follower followed by 1,181 people



LCR lifeScience

Top mention earned 3 engagements



Guaranteed PPC

@GuaranteedPPC · Jul 30

John Warner [@ClickConsultLtd](#) (1/2) The biggest advantage I see of the paid "Google My Business" option is for displaying those really great reviews for one. You do have a great point about [#Google](#) preferring firms who 'play ball' so to say, ... bit.ly/3jY1CJ0

👍 2 🗨️ 1

[View Tweet](#)

Top media Tweet earned 325 impressions

{Industry Whitepaper} The consumer landscape is changing, shopping patterns are different and businesses are fighting for every digital £. Our latest whitepaper is now live so what are you waiting for? See the

FACEBOOK



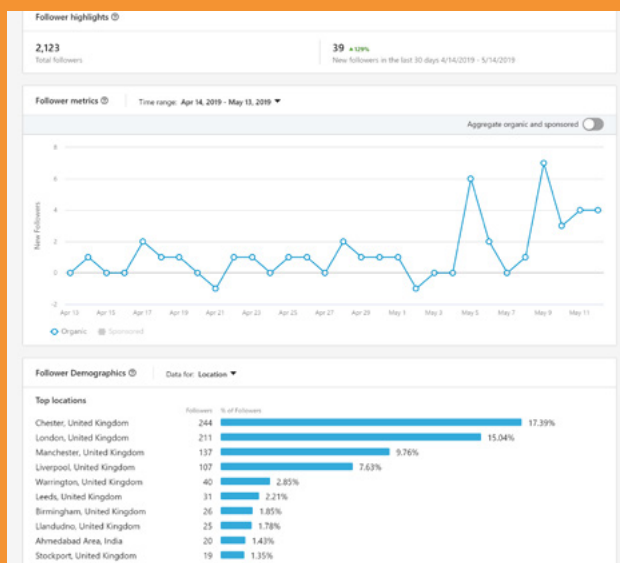
Use Insights along the top nav to learn which posts get the most attention, allowing you to create more of the kinds of posts that people will interact with and adjust your page to encourage people to take the actions you want.

It also allows you to see aggregated details on your audience by age, gender and location about who's looking at your page and when, allowing you to tailor your content to their interests and engagement patterns.



LINKEDIN

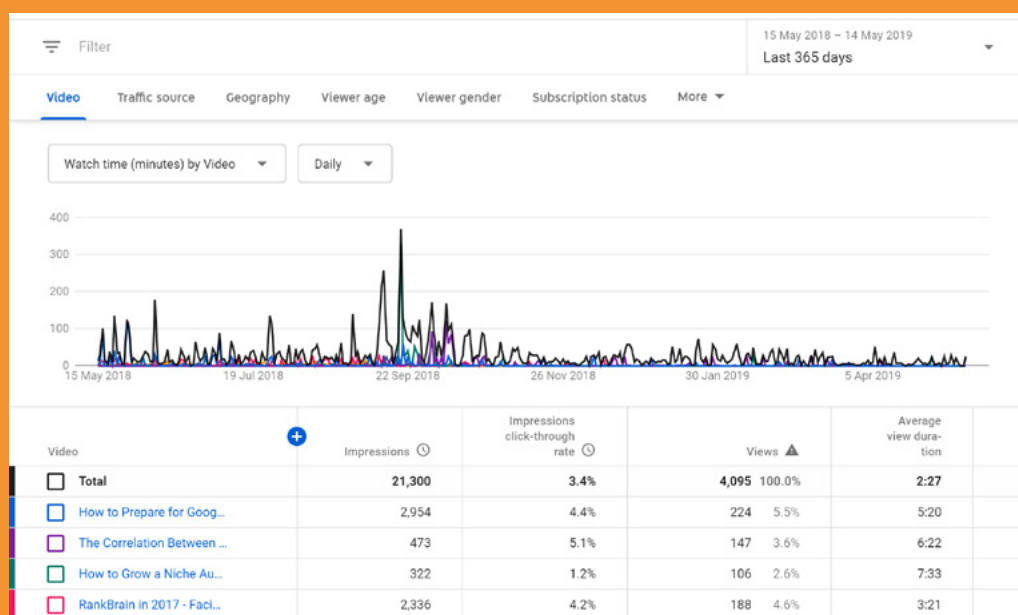
Here, you can: evaluate engagement of your individual posts; identify trends across key metrics; analyse your follower demographics and sources; and understand more about your page traffic and activity.





YOUTUBE

Under YouTube Studio's Analytics, you can uncover trends to see what's working and what's not - YouTube has one of the most detailed analytics of all the social platforms. Assess the number of comments on your video, the number of times it was rated, the number of times it was shared and the number of new subscribers. Find out who's watching, what they like to watch and even which videos could make you money.



You can also view the performance of your paid social ads in all of these native [analytics platforms](#).

CONVERSIONS

Are people doing what you want them to do when they get to your site from social?

You – and your stakeholders – are likely to find the data from GA's Conversions Report the most valuable in terms of how your social activity and investment in translating into tangible action, such as spending money or becoming a lead.

To view conversion data, you need to tell Analytics what actions on your site you consider a conversion to be by [setting up Goals](#) in GA. You also have the option to assign a monetary value to each goal if you want GA to calculate the value of your social conversions (represented as a circular diagram - see below), or have eCommerce tracking set up.

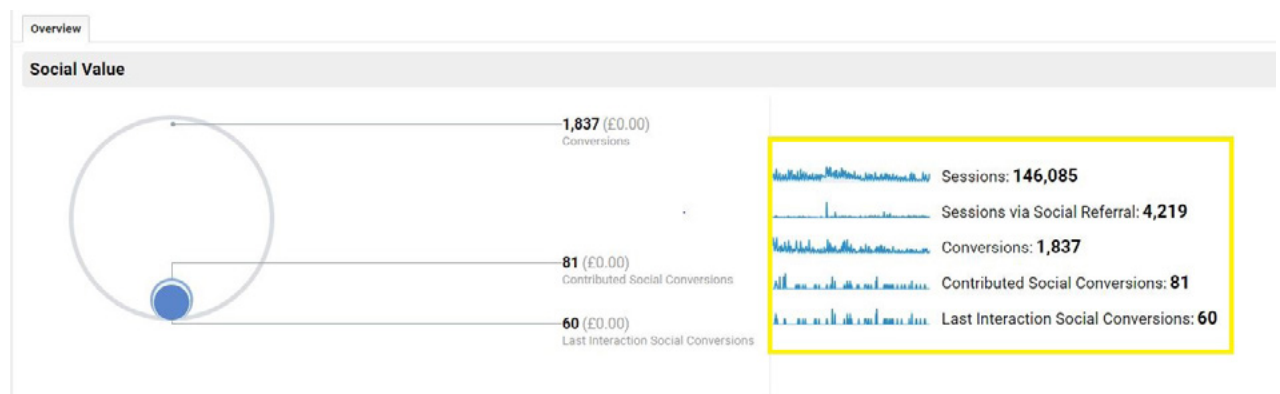


The Acquisition>Social>Overview report gives you a snapshot of your conversions:

Conversions. The total number of conversions that took place on your site in this time period.

Contributed social conversions. Conversions that social media helped with. In other words, these visitors came to your site from social media at least once, but may have used another traffic source before converting. An example is if someone clicks on a link in Facebook and visits your site to read a blog, but leaves before converting (for example, downloading a guide). Then that person returns a few days later, this time not directly from social media and makes the download – this would be counted as a Contributed Social Conversion.

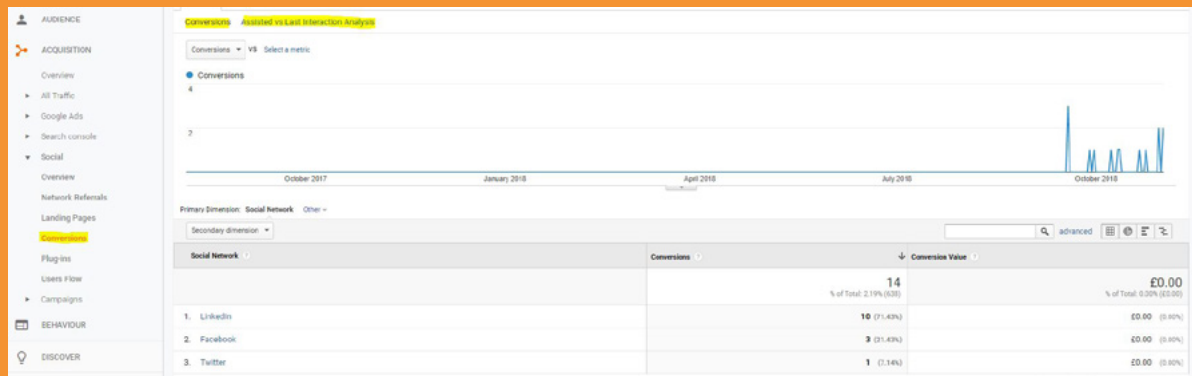
Last interaction social conversions. These are all the conversions that were produced directly from a social traffic source. These visitors came to you from social media and completed one of your goals within the same visit.



GET AN ACCURATE PICTURE OF SOCIAL MEDIA'S ROLE IN CONVERSION



To assign credit to social media's role in conversion more accurately, go to Acquisition>Social>Conversions:



By clicking Assisted vs Last Interaction Analysis, you can see:

Assisted conversions. The number of conversions for which this channel appeared on the conversion path, but was not the final conversion interaction.

Assisted conversion value. The value of the conversions assisted by this channel (this isn't populated in the example above because no values have been assigned to the conversions in this account).

Last click/direct conversions. The number of conversions for which this channel was the final conversion interaction.

Last click/direct conversion value. The value of the conversions for which this channel was the final conversion interaction (again, no values have been assigned to goals in the above example).

Assisted/last click or direct conversions. A value close to 0 indicates that this channel functioned primarily as the final conversion interaction. A value close to 1 indicates that this channel functioned equally in an assist role and as the final conversion interaction. The more this value exceeds 1, the more this channel functioned in an assist role

Google Analytics shows you by default the conversion data for all of your goals. If you want to narrow it down to a specific goal or goals, go to the very top of the report and choose from the dropdown menu.

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TAKE A DEEPER DIVE INTO CONVERSION

Measuring your customers' paths to conversion can be complicated. If you want to find out more, our eBook Paid Search:



[Where Are Your Conversions Coming From?](#) covers the topic in more detail and covers good practice that applies to organic traffic.

DISPLAYING THE DATA

To demonstrate social ROI, you need to tell a story to stakeholders using your data – people that often aren't intimately familiar with your department's KPIs.

CREATE AN AT-A-GLANCE REPORT

One way to do this is to build a standard dashboard in Excel that highlights the key metrics that matter to your organisation.



Create a tab for a high-level overview of multiple campaigns, and a tab for each campaign for the time period you're reporting on.

Alternatively, use [Google Data Studio](#) to pull in data from GA via Google Sheets and create easy-to-update reports and visualised data on your social media performance. Here's a [five-step tutorial](#) on how to do it.



KEEP MONITORING

Ongoing social monitoring will allow you to:

- Analyse what the numbers are telling you about what's working and how you can improve.
- Demonstrate how your work is benefitting your company.
- Understand which channels and content are reaching, growing, and converting your audiences so you can decide where to invest your time, efforts, and budget.

GET IN TOUCH WITH US TODAY

ABOUT US

Click Consult is a multi award-winning digital and search marketing agency with a focus on organic (SEO) and paid search (PPC). Part of global consumer brand business Ceuta Group, we have a team of 70-plus specialists and a portfolio of more than 60 clients worldwide.

Our complementary services include content marketing, outreach, social media, conversion rate optimisation (CRO) and international/multilingual search marketing. We can also offer training and consultation to support your teams or existing strategy.

Click was named Organic Search (SEO) Team of the Year 2020, adding to our long list of other awards and accolades, and also ranks within Econsultancy's 'Top 100 Digital Agencies', and Prolific North's 'Top 50 Digital Agencies'. We're also a Google Premier Partner, a Bing Select Partner and feature in The Drum Recommends.

HOW CAN WE HELP YOU?

CONTACT US



Follow us on [Facebook](#), [Twitter](#) or [LinkedIn](#), or to find out what Click Consult can do for you, call:

0845 205 0292

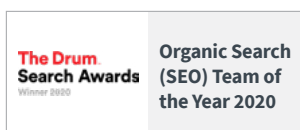
OUR ACCREDITATIONS



**The Drum
Recommended**



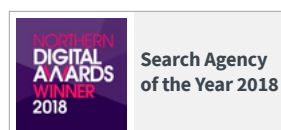
OUR AWARDS



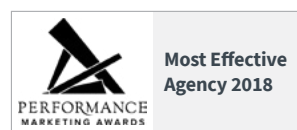
**Organic Search
(SEO) Team of
the Year 2020**



**SEO Agency of
the Year 2019**



**Search Agency
of the Year 2018**



**Most Effective
Agency 2018**

OUR TECHNOLOGIES

monitor **TRAX** rank **TRAX** feed **TRAX** link **TRAX** pro **TRAX** page **TRAX**