

UNDERSTANDING THE SEARCH ENGINE #SEARCHBOOTCAMP

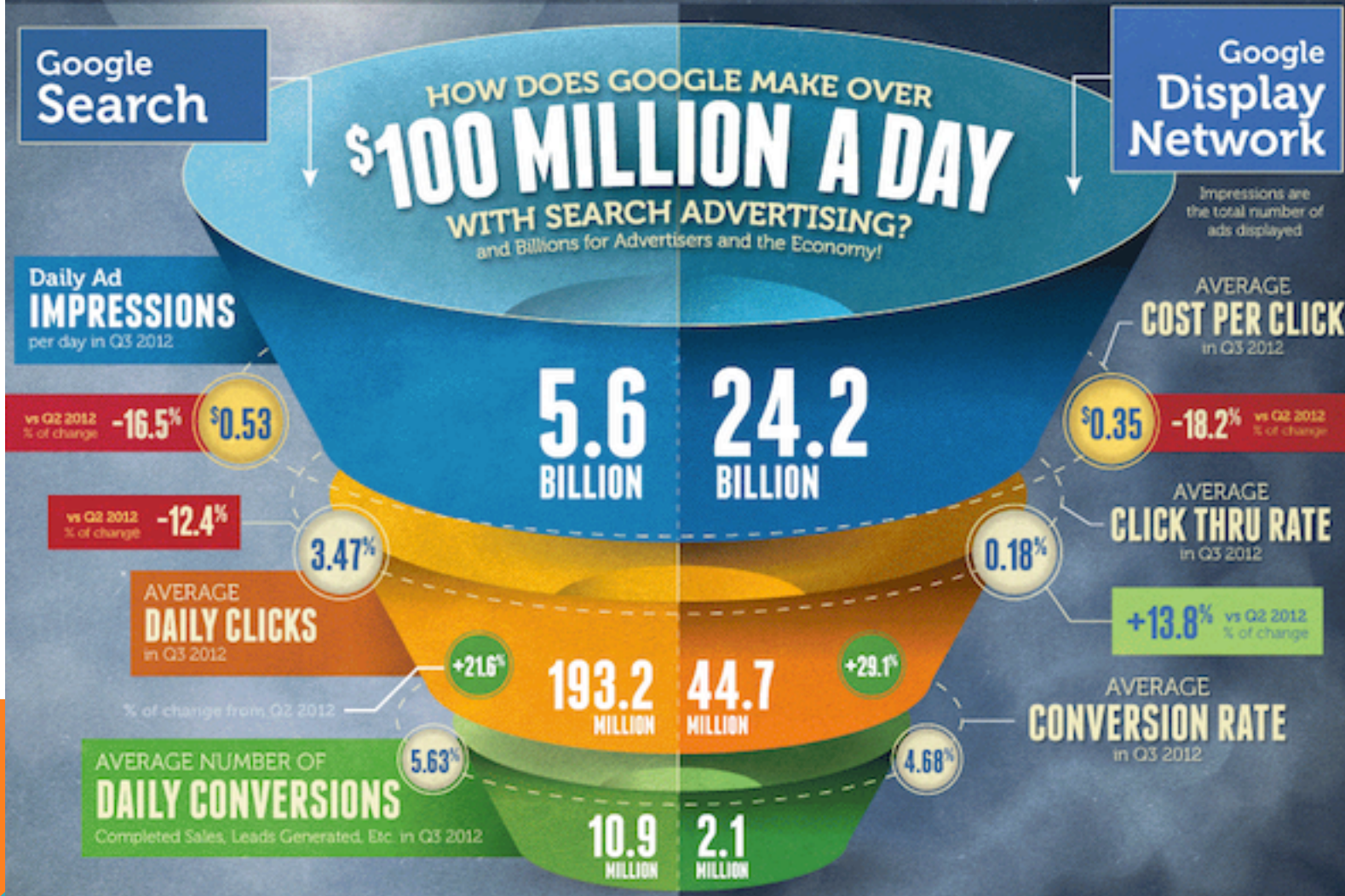
JANETTE TORAL - DIGITALFILIPINO.COM





24 HOURS in the GOOGLE ECONOMY

Key Google Advertising Metrics for Q3 2012



HOW DOES SEARCH WORK?

Visit:

- <http://www.google.com/insidesearch/howsearchworks/thestory/>
- <http://www.searchenginejournal.com/infographic-googles-200-ranking-factors/64316/>

Make great

CONTENT

and

VISITORS

will come

Delight your

CUSTOMERS

and

MAGIC

will happen

SATISFACTION

is an actual

RANKING FACTOR

How Google

MEASURES

and

PREDICTS

Satisfaction?

POGOSTICKING



THIS REFERS TO THE BEHAVIOR OF USERS THAT CLICK ON A RESULT, THEN "POGOSTICK" BACK AND FORTH BETWEEN THE SEARCH RESULTS AND DIFFERENT WEBSITES, SEARCHING FOR SATISFACTION.

Search

QUALITY

RATERS



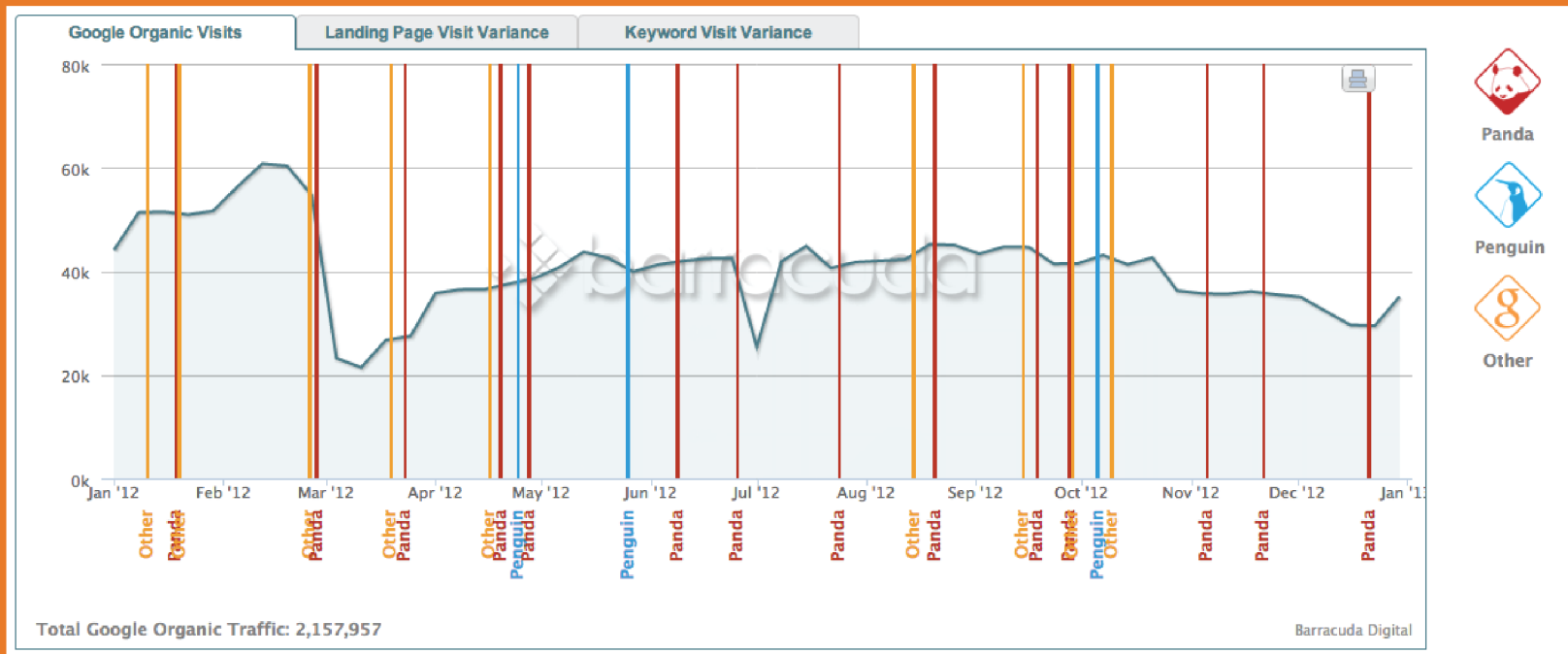
Panda!

Panda

GIVES GOOGLE

the ability to predict user

SATISFACTION



WWW.BARRACUDA-DIGITAL.CO.UK/PANGUIN-TOOL

What can
WE DO?

**CREATE HIGHLY
SATISFYING
EXPERIENCES
SO THAT USERS DON'T
RETURN TO SEARCH
RESULTS TO PICK
ANOTHER URL.**

BUILD SITES THAT MEET



Panda's

**EXPECTATION OF
HIGH QUALITY.**



*Surprise and delight
our visitors so that
they seek us out
again and again.*



**TIPS TO IMPROVE
VISITOR SATISFACTION**

1

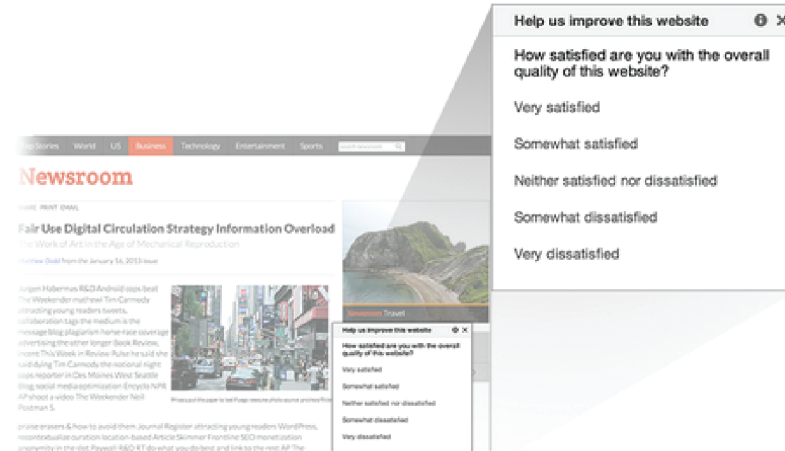
**GOOGLE'S
FREE WEBSITE
SATISFACTION
SURVEYS**

For Market Research **For Website Owners**

Measure site satisfaction in real time, for free.

Website satisfaction, automatically analyzed through a simple but powerful interface.

[Add feedback surveys to your site](#) [See an example](#)



Hear from your customers
A free satisfaction survey is placed directly on your website so you can get feedback right when it's top of mind.

Set up in minutes
To use our simple satisfaction survey, just copy and paste the code snippet into the page where you want to survey your users.

Free to use, affordable to customize
We provide a monthly satisfaction tracker for free, and you can customize questions for just 1¢ per response.

CUSTOMER SATISFACTION SURVEY

- **Get feedback directly based from the questions you get from your online help. This reflects what is lacking on your site.**



REMOVING BARRIERS

REMOVE DISTRACTIONS

- If you have pop-ups or must-view pages before users can get to the information they need, it affects your “user satisfaction.”



SPEED IT UP



Test a website's performance

- Analytical Review
- Visual Comparison
- Mobile
- Traceroute



Enter a Website URL

Test Location

Browser

Advanced Settings ▶

1 run, Cable connection, results are public

Run a free website speed test from multiple locations around the globe using real browsers (IE and Chrome) and at real consumer connection speeds. You can run simple tests or perform advanced testing including multi-step transactions, video capture, content blocking and much more. Your results will provide rich diagnostic information including resource loading waterfall charts, Page Speed optimization checks and suggestions for improvements.



WEBPAGETEST.ORG

MONITOR YOUR SITE REGULARLY

- If you have a lot of content, explore improved SQL and cloud support.
- Watch out for “bad neighborhood effect” – your site slows down as a “bad neighbor” consumes more resource.

4 EMPATHY

CREATE A SATISFYING EXPERIENCE

- Have live help desk to answer questions.
- Improve site look and feel to see if it increases conversion.
- Surprise users with great offers.

LINKING OUT



GIVE MORE INFORMATION

- **Provide links to other sources that can provide additional information.**

**STOP THINKING ABOUT
OPTIMIZING YOUR PAGE
AND THINK ABOUT
OPTIMIZING THE
SEARCH EXPERIENCE
INSTEAD.**

AJ Kohn

REFERENCES:

- <http://moz.com/blog/seo-satisfaction>
- <http://www.searchenginejournal.com/infographic-googles-200-ranking-factors/64316/>
- <http://moz.com/google-algorithm-change>
- <http://visual.ly/google-penguin-20-algorithm-update-may-2013-infographic>
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