NightJarr

3 Ways to generate more leads from your website

NightJarr



Linked in

Jaco de Wet

- User Experience Designer 12+ years
- Private Property, Nedbank, Standard Bank
- Lead Experience Designer at IoT.nxt
- Certified Usability Analyst from HFI

GENI

Find the problem areas

Review pages at fault

Improve pathways

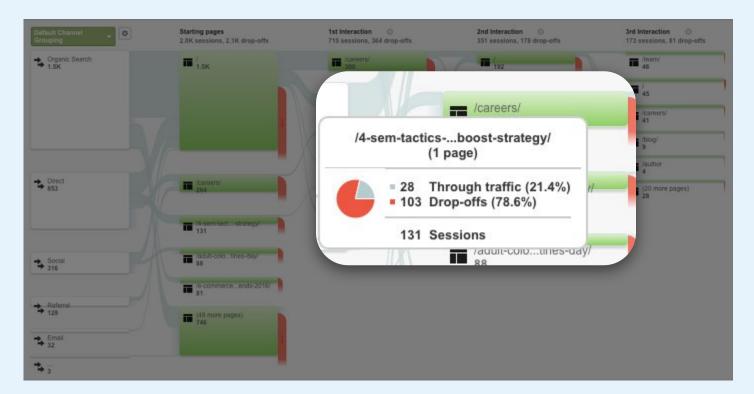
Find the problem areas

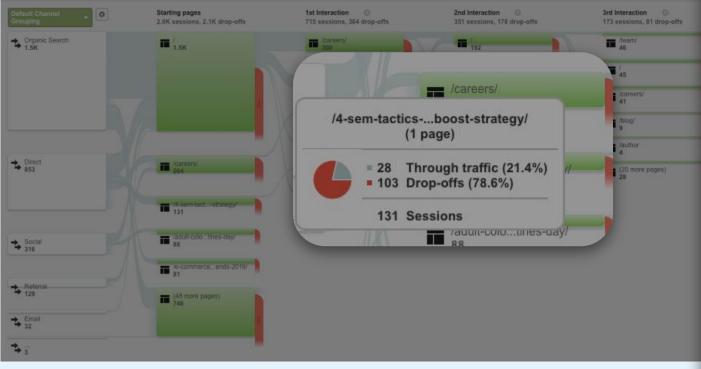
How to get user journey data from Google Analytics

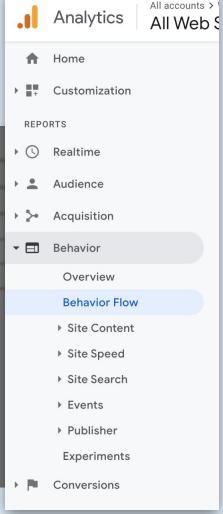
NightJarr

Reconsider what you know to be true and allow yourself to learn from your users' behaviours!





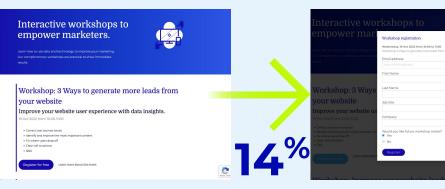




Time on page: 0.33 sec



Time on page: 0.33 sec



Bounce rate: 43% Bounce rate: 24% Bounce rate: n/a

Time on page: 0.47 sec

Users will use your site in a way you never imagined or intended

Google Analytics / Time on page

Page ⑦	Pageviews 🕜 🔻 🗸	Unique Pageviews	Avg. Time on Page	Entrances ?	Bounce Rate ?	% Exit ②
	1,339 % of Total: 100.00% (1,339)	571 % of Total: 100.00% (571)	00:00:44 Avg for View: 00:00:44 (0.00%)	333 % of Total: 100.00% (333)	10.51% Avg for View: 10.51% (0.00%)	24.87% Avg for View: 24.87% (0.00%)
1. /	408 (30.47%)	127 (22.24%)	00:00:20	105 (31.53%)	2.88%	15.93%
2. /2023-calendar	327 (24.42%)	124 (21.72%)	00:00:44	87 (26.13%)	1.15%	31.80%
3. /ways-to-give	156 (11.65%)	78 (13.66%)	00:01:12	47 (14.11%)	0.00%	30.77%
4. /calendar-thankyou	108 (8.07%)	36 (6.30%)	00:01:16	34 (10.21%)	0.00%	24.07%
5. /adoption-services	104 (7.77%)	69 (12.08%)	00:01:17	6 (1.80%)	0.00%	25.96%
6. /about 🚇	53 (3.96%)	27 (4.73%)	00:01:00	2 (0.60%)	0.00%	11.32%
7. /reach-out	34 (2.54%)	19 (3.33%)	00:00:50	0 (0.00%)	0.00%	14.71%
8. /events	30 (2.24%)	24 (4.20%)	00:00:20	2 (0.60%)	0.00%	13.33%
9. /copy-of-services	18 (1.34%)	2 (0.35%)	00:00:51	1 (0.30%)	0.00%	11.11%



Google Analytics / Bounce rate

Page ?	Pageviews ⑦ ↓	Unique Pageviews	Avg. Time on Page	Entrances ?	Bounce Rate ?	% Exit ⑦
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Note the following

1.

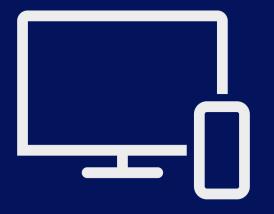
What obvious navigating patterns can you spot? What is repeatedly happening?

2.

Can you motivate or hypothesise why the users are following this navigation journey? **3.**

Is this journey something you want or do you want to change their behaviour?

Differentiate between new & returning users



Consider that mobile and desktop could have different user journeys





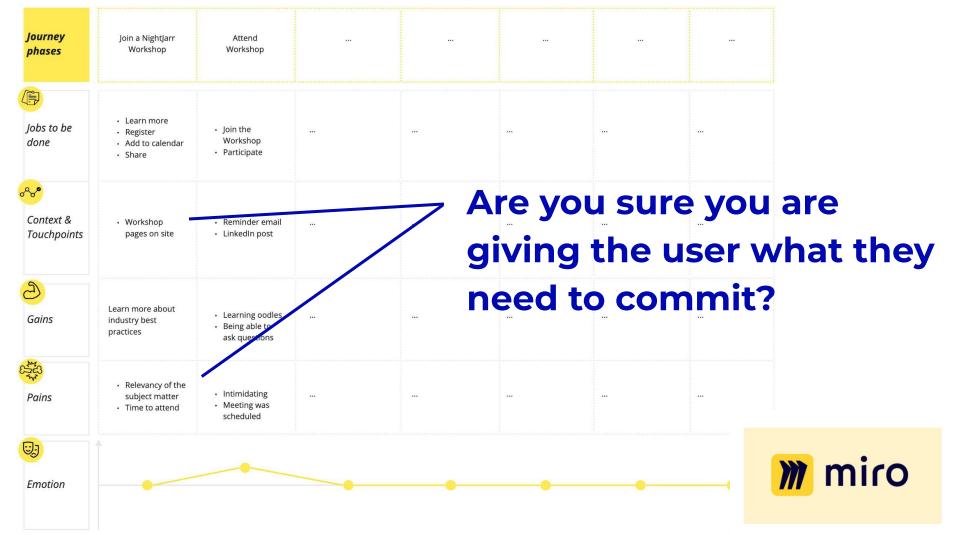
fullstory

Consider additional tools when you intentionally need to measure user behaviour

- Session replays
- Page heatmaps
- Advanced funnels & conversion tools

Now that we have data, make it easier to consume





Join a NightJarr Workshop Attend Workshop

--

...

....

...

Jobs to be done



Context & Touchpoints



Gains



Pains



Emotion

Sign up here

Click to register for free

Only 18 spots available!

What you will learn:

- Correct user journey issues
- Identify and improve the most important content
- Fix where users drop off
- Clear call to actions
- Q&A

When: 19 Oct 2022 from 10:00 to 11:00

Where: Online (register to receive the workshop link)

Cost: Complimentary

Workshop agenda

- How to get user journey data from Google Analytics
- Content engagement and bounce rates
- Formulating clear call to actions
- Q&A



When you embed yourself into your data, you will be able to better empathise with your user

So what have we learnt?

1.

The more you work with your data, the better you will get to understand what is happening and better empathise with users **2**.

Look at things more holistically. Find different ways to visualise and consume the information you have available to you. **3.**

When you don't have data, start somewhere and use as a baseline. Make assumptions in the meanwhile until you can prove otherwise.

GENI

Find the problem areas

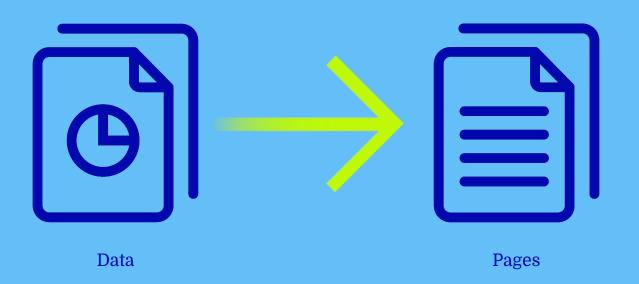
Review pages at fault

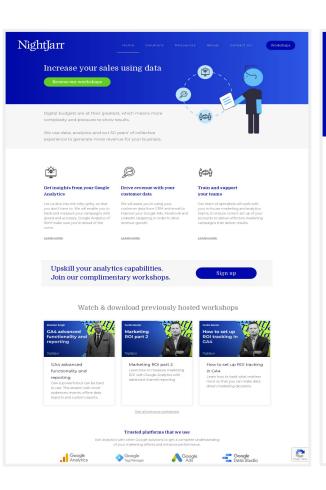
Improve pathways

Review the pages at fault

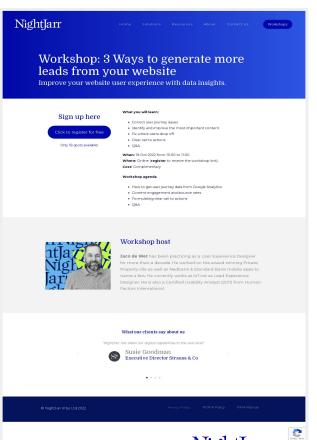
Review content engagement and reduce bounce rates

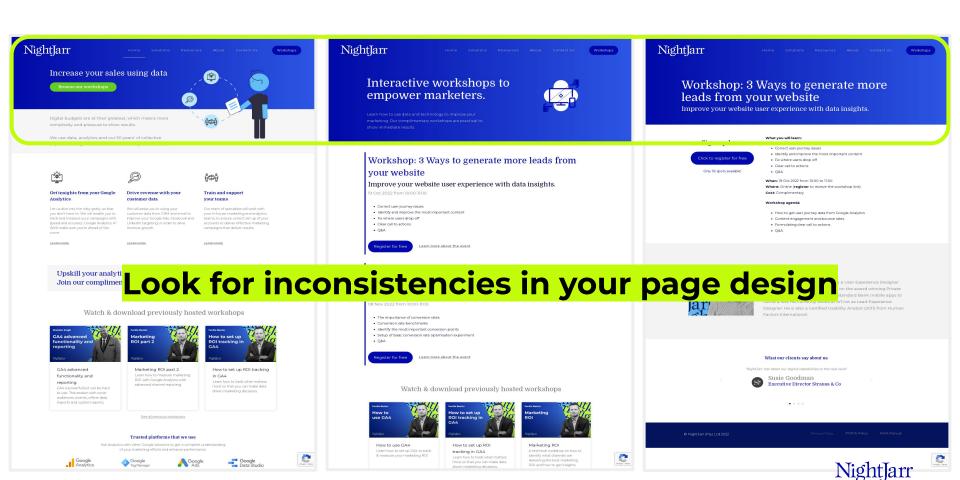
NightJarr



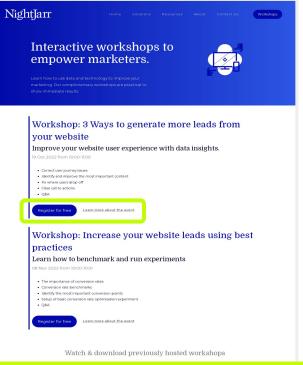


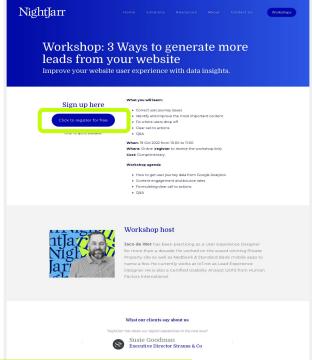












Are you being too aggressive / conservative

with the buttons and colours on the page?





Especially relevant when looking at critical conversion pages

Kenwood Moderna Cordless Electric Kettle, 1.7L

*** 1 review Review this item



	FREE DELIVERY	on this item.				
R1,449.00						
Product Code: 00C285400KEZA						
Colour: Red						
🚫 In stock, can dispatch immediately.						
Quantity:	1 ~	x R1,449.00				
	▼ Add	to Cart				
📜 Add to Cart						
∰ Add to	Registry	Add to Wish List				



Q Search Log In





Appliances Table & Bar

Bed & Bath Furniture & Decor Food & Drink Outdoor

Gifting & Vouchers

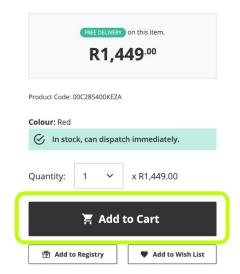
It's our Spring SALE. Save up to 40%. Let's go!

Home / Brands / Kenwood / Kenwood Small Appliances

Kenwood Moderna Cordless Electric Kettle, 1.7L

★★★★ 1 review Review this item











Fun In The Sun **Swimming Pools** Pool Care



Search here...

Specials HOT

Computers & Mobile >

Garden & DIY > Watches & Clocks >

Personal Care >

Audio Video V

Brands

Q

Home / Appliances / Kettles / Kenwood Moderna Kettle Red (ZTM55.000

₩ Your Cart o

Kenwood Moderna Kettle Red (ZTM55.000RD)

- 1.7 Litre water capacity
- Stainless steel body
- Visible Water Level
- Auto Shut-off



R1222.99

Price includes VAT

+Delivery



Estimated Dispatch Time: Click here to find out More

3-10 Days T & C's Apply

Would like to ask a question, please login.

Recommend this product to a friend

✓ Recommend now!

Kenwood Moderna Kettle Red (ZTM55.000RD)

Equipped with a removable filter an ergonomic handle with soft-touch finishing and an auto-off system, it's an essential ally in every kitchen

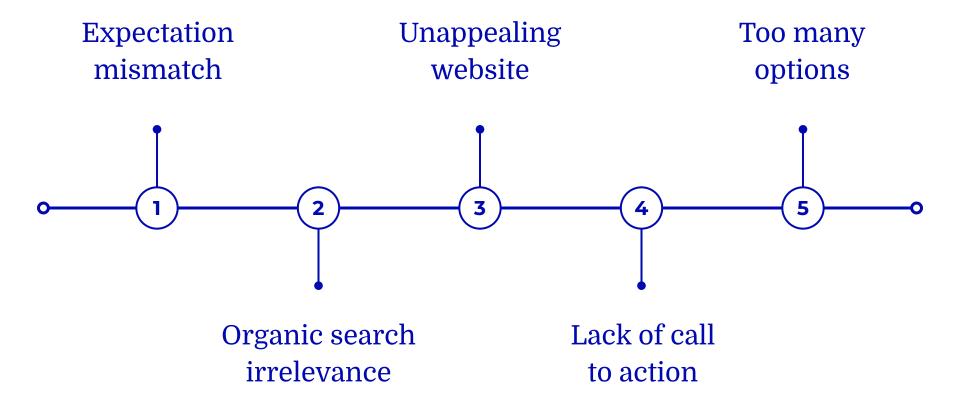
Features and Specifications



Product Filter

Why do users bounce (digitally)?

Not literally



Activate

Number 1 reason

Content

Research study

How people read websites

79%

of the test users always scanned any new page

16%

read the pages word-by-word

A newer study found that users read email newsletters even more abruptly than they read websites.

Research study

There were four performance measures

- Time to read
- Errors reading & cognition
- Memory, being able to recall
- Site structure

Promotional writing (control condition)

using the "marketese" found on many commercial websites

Nebraska is filled with internationally recognized attractions that draw large crowds of people every year, without fail. In 1996, some of the most popular places were Fort Robinson State Park (355,000 visitors), Scotts Bluff National Monument (132,166), Arbor Lodge State Historical Park & Museum (100,000), Carhenge (86,598), Stuhr Museum of the Prairie Pioneer (60,002), and Buffalo Bill Ranch State Historical Park (28,446).



improvement

NightJarr

Concise text

with about half the word count as the control condition

In 1996, six of the best-attended attractions in Nebraska were Fort Robinson State Park, Scotts Bluff National Monument, Arbor Lodge State Historical Park & Museum, Carhenge, Stuhr Museum of the Prairie Pioneer, and Buffalo Bill Ranch State Historical Park.

58%

improvement

Scannable layout

using the same text as the control condition in a layout that facilitated scanning Nebraska is filled with internationally recognized attractions that draw large crowds of people every year, without fail. In 1996, some of the most popular places were:

- Fort Robinson State Park (355,000 visitors)
- Scotts Bluff National Monument (132,166)
- Arbor Lodge State Historical Park & Museum (100,000)
- Carhenge (86,598)
- Stuhr Museum of the Prairie Pioneer (60,002)
- Buffalo Bill Ranch State Historical Park (28,446).

47%

improvement

NightJarr

Objective language

using neutral rather than subjective, boastful, or exaggerated language (otherwise the same as the control condition)

Nebraska has several attractions. In 1996. some of the most-visited places were Fort Robinson State Park (355,000 visitors), Scotts Bluff National Monument (132,166), Arbor Lodge State Historical Park & Museum (100,000), Carhenge (86,598), Stuhr Museum of the Prairie Pioneer (60,002), and Buffalo Bill Ranch State Historical Park (28,446).



improvement

Combined version

using all three improvements in writing style together: concise, scannable, and objective In 1996, six of the most-visited places in Nebraska were:

- Fort Robinson State Park
- Scotts Bluff National Monument
- Arbor Lodge State Historical Park & Museum
- Carhenge
- Stuhr Museum of the Prairie Pioneer
- Buffalo Bill Ranch State Historical Park

124%

improvement

Content

There were four performance measures

- Time
- Errors
- Memory
- Site structure

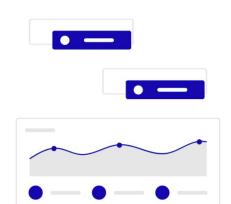
Promotional language imposes a cognitive burden on users who have to spend resources on filtering out the hyperbole to get at the facts

ROI measurement & tracking

Measuring digital campaigns requires more than tracking the last click before a conversion. We will set up ROI tracking and data-driven attribution models to help you make better decisions about your marketing channels. Solutions include:

- Aligning your team
- Aligning the business
- Measuring ROI
- Best Practice implementation & recommendations





Real-time dashboards

Ditch the Excel spreadsheets and PowerPoint decks. We will set up Google Data Studio, giving you a central view of all your marketing data in one place, enabling you to make informed decisions on your campaigns and assets.

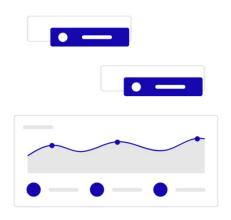
- See all your data from Google Analytics, Google Ads, Facebook and LinkedIn in one place
- Available 24/7 via a mobile App
- Dive into campaign details such as keywords, audiences, budget spend and ad performance on the go.

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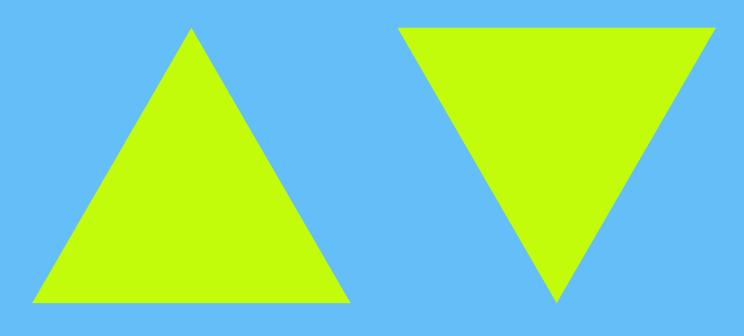




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- See all your data from Google Analytics, Google Ads, Facebook and LinkedIn in one place
- Available 24/7 via a mobile App
- Dive into campaign details such as keywords, audiences, budget spend and ad performance on the go.



Content engagement

Bounce rate

Other content considerations

1.

Check your Information architecture is logical and prioritised

2.

Ensure content is readable and easy to consume

3.

Test your content on desktop and mobile devices

1. Information architecture is logical and prioritised

IA focuses on organising, structuring, and labeling content in an effective and sustainable way.

Users

Audience tasks, needs information seeking behaviour experiences

IA

Content

Document/data types, content objects, volume, existing structure

Context

Business goals, funding, politics, culture, technology, resources and constraints

2. Ensure content is readable and easy to consume

Make use of online tools that will grade and assist in making your content easier to read.

An astronaut (from the Ancient Greek astron, meaning 'star', and ναύτης (nautes), meaning 'sailor') is a person trained, equipped, and deployed by a human spaceflight program to serve as a commander or crew member aboard a spacecraft. Although generally reserved for professional space travelers, the term is sometimes applied to anyone who travels into space, including scientists, politicians, journalists, and tourists.

Hemingway

Readability

Post-graduate

Poor. Aim for 14.

Words: 60

Show More ▼

- 0 adverbs. Well done.
- uses of passive voice. Nice work.
- o phrases have simpler alternatives.
- of 2 sentences are hard to read.
- 2 of 2 sentences are very hard to read.

3. Test your content on desktop and mobile

devices

Not everything needs to be accessible on both platforms. Make specific platform choices





GENI

Find the problem areas

Review pages at fault

Improve pathways

Improve pathways

Formulating clear call to actions

NightJarr

BACKGROUND-COLOR: RGB(236,70,147)
BACKGROUND-COLOR (HOVER): #FFFFFF

- COLOR : #FFFFFF

COLOR (HOVER): RGB(236,70,147)



BUTTON TEXT

-FONT-SIZE : 1.2REM FONT-STYLE : NORMAL

FONT-WEIGHT: 400

BORDER-RADIUS: 10PX

BORDER-WIDTH: 1PX

BORDER-STYLE: SOLID

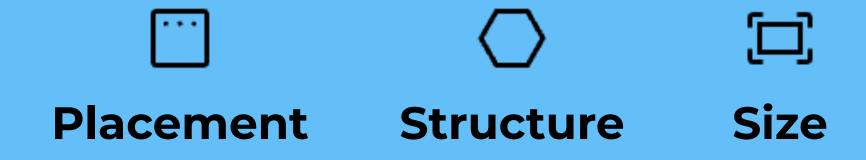
BORDER-COLOR: #FFFFFF

Squareverse		CREATE A CUSTOM CALL-TO-ACTION BUTTON	
WEBSITE WWW.SQUAREVERSE.CO		IN SQUARESPACE	
DRAFFING NUMBER	prv		

1138A113 | 6B-2

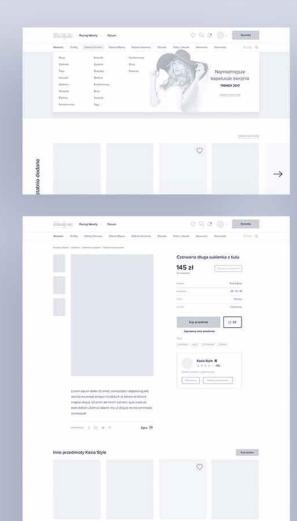
DESIGNER
KRIS BLACK
DATE
04/25/2020

SQUAREYERSE AND THE SQUAREYERSE LOGO ARE TRADEMARKS OF KRIS BLACK STUDIO, LLC.

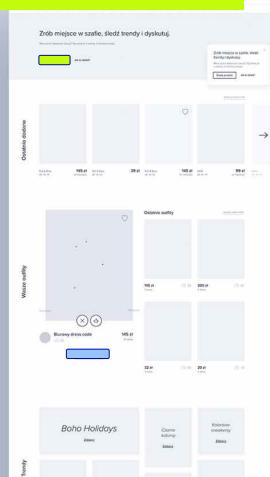


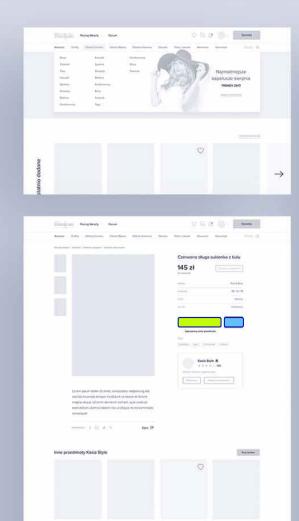
3 keys to a well designed and functional button



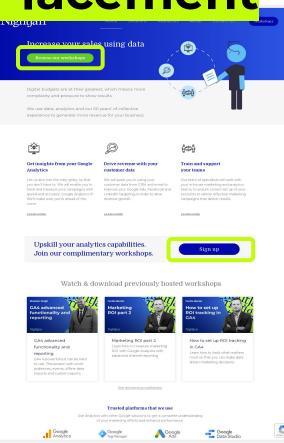


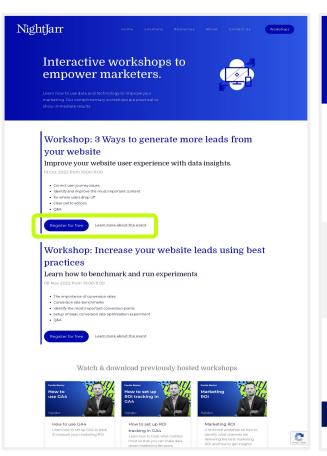


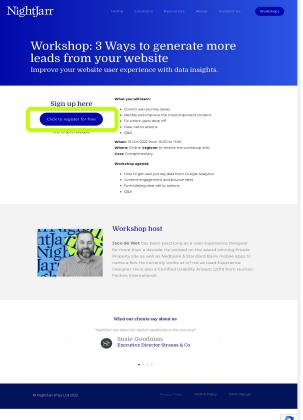


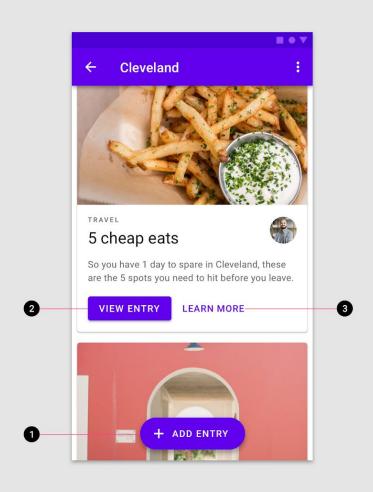






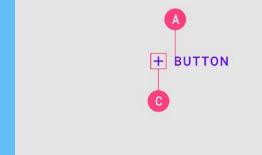




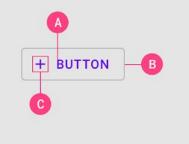


Structure 2 BUTTON **BUTTON** 3 BUTTON NightJarr

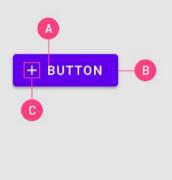
Structure



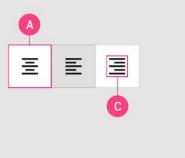






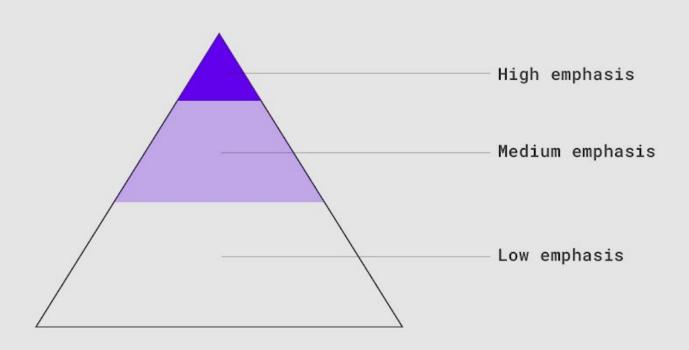


4



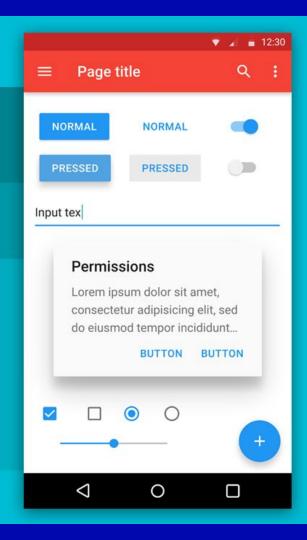
NightJarr

Structure

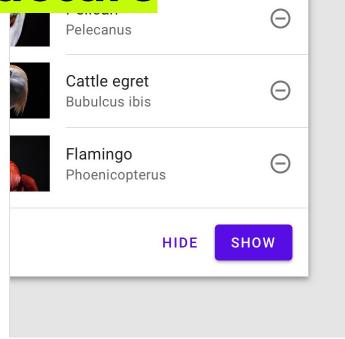




Material Design Guidelines

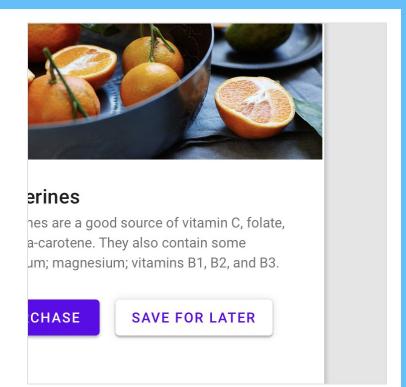


Structure



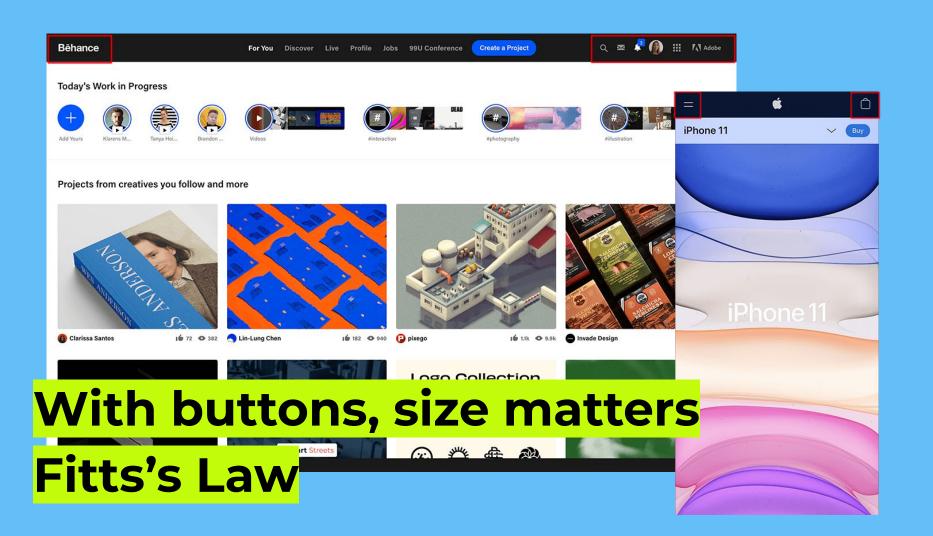
Do

In a bottom bar, when using multiple buttons, indicate the more important action by placing it in a contained button (next to a text button).



Don't

Avoid using two contained buttons next to one another if they don't have the same fill color.



Activate

Please make a button look, act and respond like a button!

OKAY

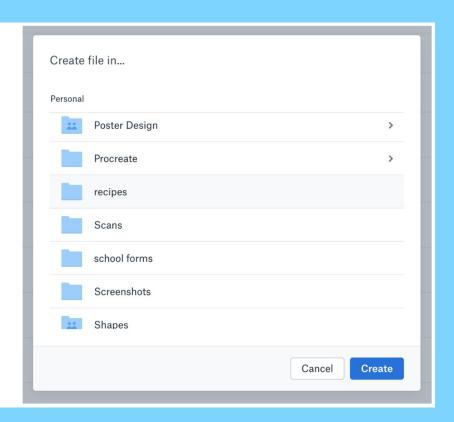
Please make a button look, act and respond like a button!



Content

Create new file

- Upload files
- → Upload folder
- New shared folder
- Create Paper doc





Roll over image to zoom in

Logitech C920x HD Pro Webcam, Full HD 1080p/30fps Video Calling, Clear Stereo Audio, HD Light Correction, Works with Skype, Zoom, FaceTime, Hangouts, PC/Mac/Laptop/Macbook/Tablet - Black

Visit the Logitech Store

★★★★★ ∨ 13,638 ratings | 338 answered questions

Climate Pledge Friendly

\$6750

\$32.17 Shipping & Import Fees Deposit to South Africa Details ~ Available at a lower price from other sellers that may not offer free Prime shipping.

Style: Webcam

Webcam \$67.50 Webcam + H390 Headset \$92.74 Webcam + Litra Glow \$128.74

Webcam + Yeti Blackout \$158.74

Product details

Brand Logitech

Connectivity Technology USB

Color Black

Special Feature Low Light

Screen Size 2.7 Inches

Photo Sensor Technology CMOS

- Webcam comes with a 3-month XSplit VCam license and no privacy shutter. XSplit VCam lets you remove, replace and blur your background without a Green Screen.
- Full HD 1080n video calling and recording at 30 fpc Vou'll make a strong impression when it counts



☐ Add a gift receipt for easy

returns

Add to List

GE



Find the problem areas

Dig through your analytics

Review pages at fault

Assess your pages from a different perspective

Improve pathways

Make some good looking buttons

Resources

Miro Customer Journey Map https://miro.com/templates/customer-journey-map/

Research - Content Study https://www.nngroup.com/articles/how-users-read-on-the-web/

Information Architecture https://www.nngroup.com/topic/information-architecture/

Copy Test App https://hemingwayapp.com/

Test site on mobile https://developer.chrome.com/docs/devtools/device-mode/

More about buttons

https://www.kalamuna.com/blog/3-simple-tips-ux-button-design

https://uxplanet.org/7-rules-for-mobile-ui-button-design-e9cf2ea54556

https://material.io/components/buttons





Our services

- Google Analytics training (to id UX issues)
- Configure Google Analytics 4
- Real-time dashboards

ferdie.bester@nightjarr.com

Book a <u>timeslot</u>