

# Yellow SEM Reporting Centre User Guide.





### What's the SEM **Reporting Centre?**

It's where you'll find reports and insights from your Yellow SEM campaign. In fact, you'll get access to five different types of reports in total. Here's a quick overview:

- **Account Details Report.** This gives a snapshot of your account.
- **Dashboard Report.** This is a simple summary of your overall performance.
- Keyword Activity Report. Here we look at your top 500 keywords, and their individual performance.
- Conversation Activity Report.^ This gives a breakdown of the number of calls or enquiry form entries you've received.
- Performance Report. This shows your campaign performance over the last 12 months.



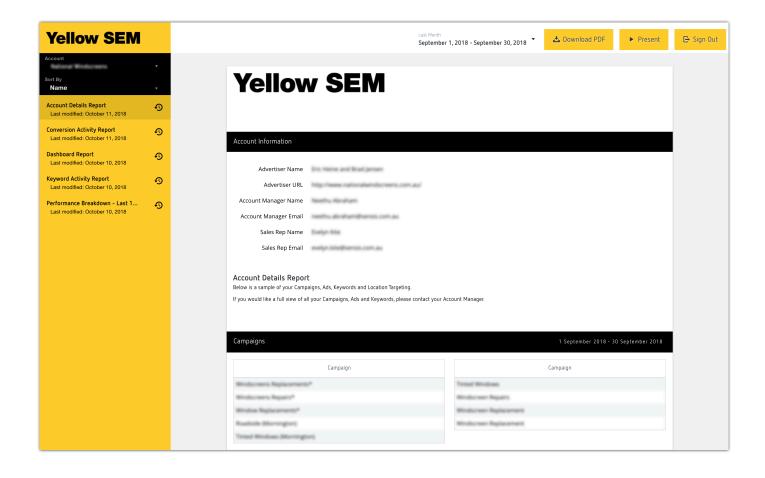
#### What's included?

Each month, we send you an easy-to-read dashboard. It includes a month's worth of stats, collected daily. But when you're itching for more, the Reporting Centre is the place to go. Here's what you'll find:

**Previous reports.** See old reports by clicking the archived icon . This sits next to each report type on the left-hand side.

**Multiple campaigns.** Switch between campaigns with ease. Just click the drop-down menu in the top left corner.

**Presentation view.** When viewing your report you can present your results on the big screen. Simply click 'Present' in the top right corner.





### **Your Account Details Report.**

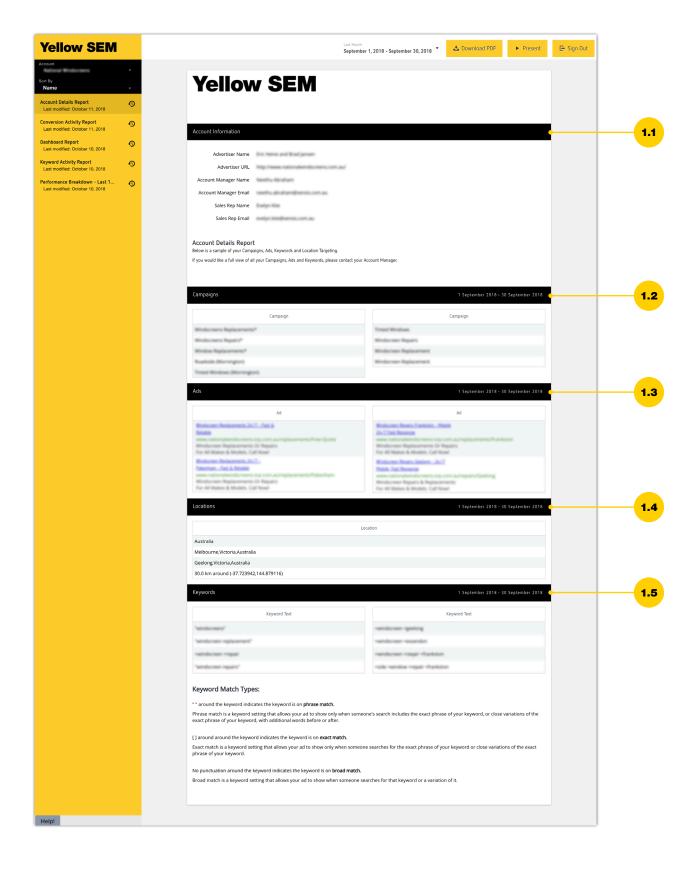
This gives a bird's eye view of your campaign. You'll find an overview of:

#### 1.1 Account information, including your:

- Advertiser name, email and URL
- Account Manager name and email
- Sales Rep name and email.
- 1.2 **Campaigns.** See exactly what we've got running.
- 1.3 Ads. Here you'll find a list of ads within your campaign.
- **Locations.** This list shows which geographical areas you're targeting.
- 1.5 **Keywords.** This gives an overview of which keywords we're using.



# Your Account Details Report.





### **Your Dashboard Report.**

See your campaign performance at a glance. It'll show you:

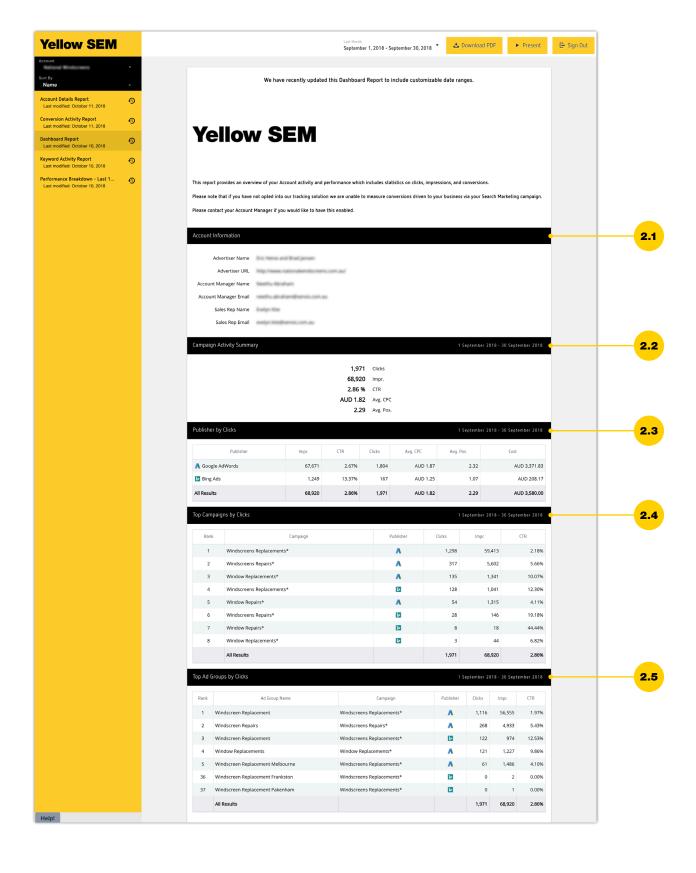
#### 2.1 Account information, including your:

- Advertiser name, email and URL
- Account Manager name and email
- Sales rep name and email.
- **2.2 Campaign activity summary.** See your ad's impressions (that's the number of times your ad is seen), number of clicks and more.
- **2.3 Publisher by clicks.** Here we show your performance across different publishers
- **2.4 Top campaigns by clicks.** This is where we rank your campaigns based on performance.
- **2.5 Top Ad groups by clicks.** Here we compare Ad Groups. These are sets of keywords and ads we manage together.
- **2.6 Top ads by clicks.** Here you'll see exactly which of your ads are performing best.
- **2.7 Top keywords by clicks.** We show your top keywords, ranked by number of clicks during the month.
- **2.8 Clicks by device.** Find out where your clicks come from computers, smartphones or tablets.
- 2.9 Impression share by campaign Google.

The percentage of impressions that your ads received compared to the total number of impressions that your ads could get.

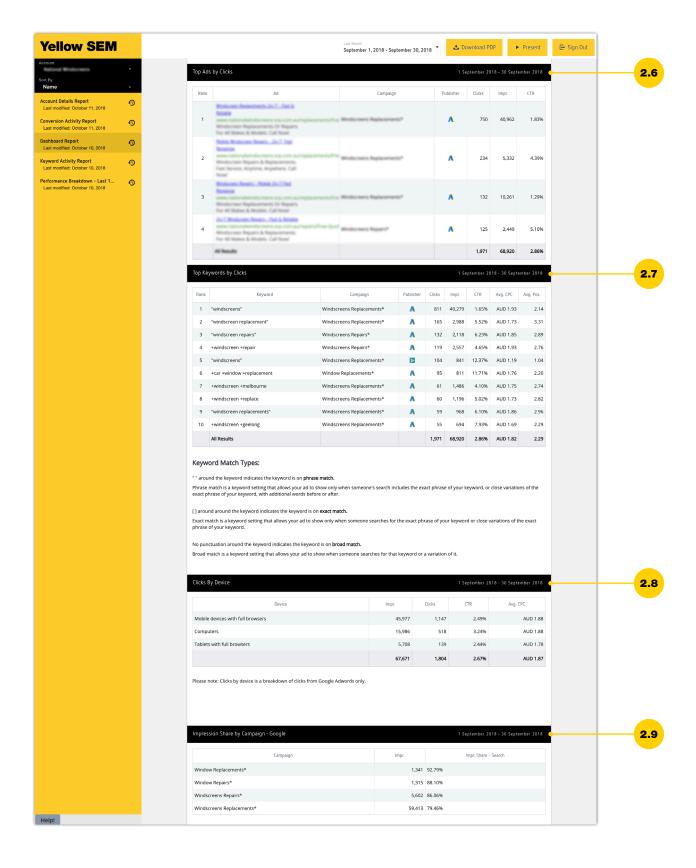


### **Your Dashboard Report.**





### **Your Dashboard Report.**





### Your Keyword Activity Report.

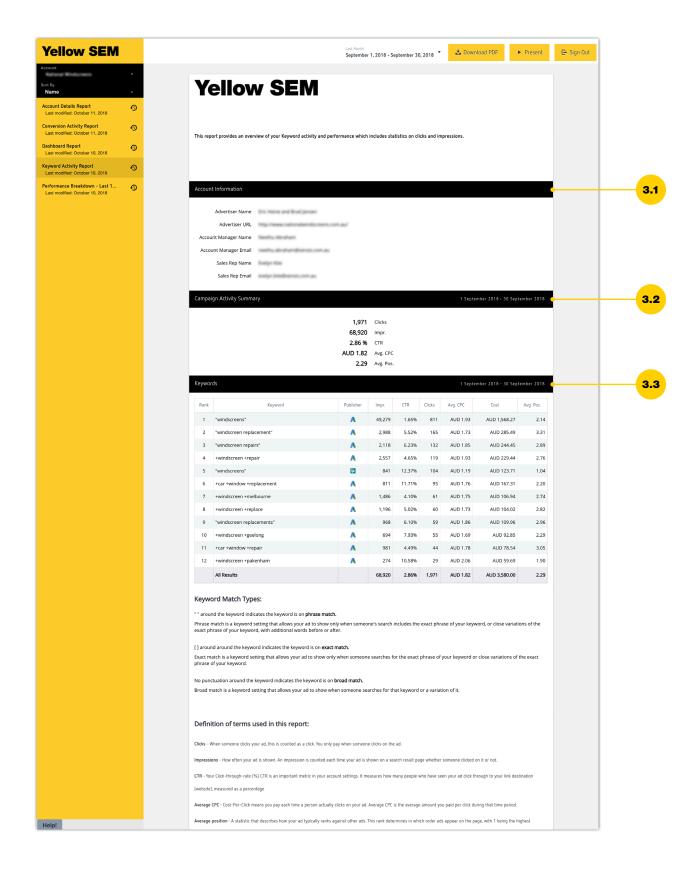
See which of your keywords work best. This report gives you:

#### 3.1 Account information, including your:

- Advertiser name, email and URL
- Account Manager name and email
- Sales rep name and email.
- **3.2 Campaign activity summary.** See your Ad's impressions (that's the number of times your ad is seen), number of clicks and more.
- **3.3 Keywords.** We reveal your top 500 keywords, ranked by the number of clicks they've had. This also shows the number of impressions each keyword has made, including their click-through rates, average position on search engines and the average cost-per-click.



# Your Keyword Activity Report.





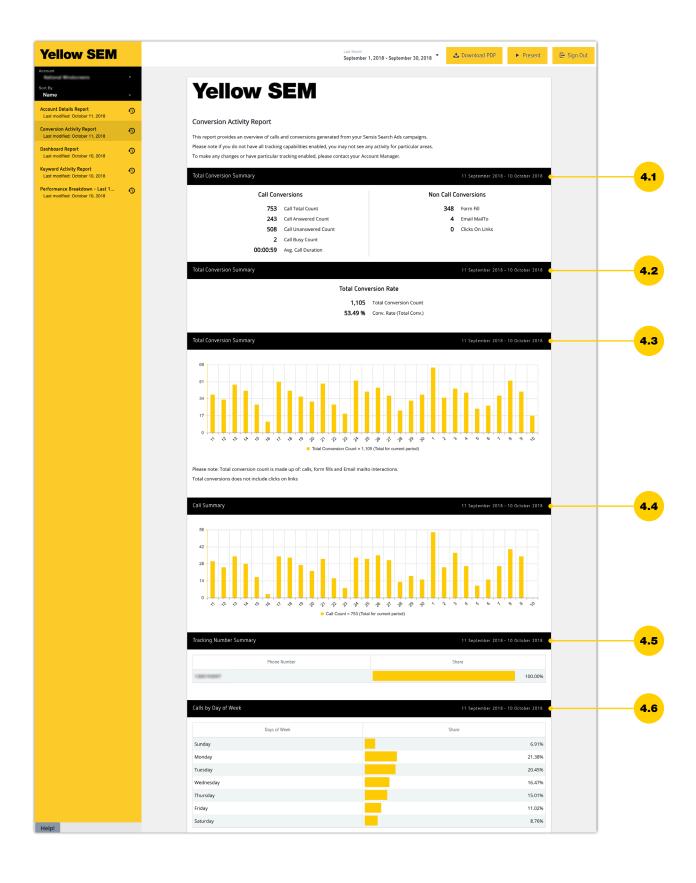
### Your Conversion Activity Report.

Find out how many calls and form fills you're getting, when they're coming in, and who they're coming from. We include:

- **4.1 Total conversion summary.** This shows your total number of calls and form fills for the month.
- **4.2 Total conversion summary (rate).** See the overall percentage of clicks that led to enquiries.
- **4.3 Total conversion summary (by day of month).** See which days get the best enquiry results.
- **4.4 Call summary.** We show which days are your busiest for calls.
- **4.5 Tracking number summary.** See the customer numbers we've tracked down.
- **4.6 Calls by day of week.** Find out which weekday is your optimum for customer calls.
- **4.7 Calls by time of day.** We break down your calls into four hour blocks.
- **4.8 Call details.** Here we show the call tracking number, date of call, time, status, duration and phone number.
- **4.9 Non-call conversion summary.** See how many clicks resulted in form fills or email enquiries each day, over the month.
- 4.10 Non-call conversion summary (by day of week). Here you'll see which days of the week customers were more likely to fill out forms, or contact you by email.
- **4.11 Non-call conversion (by campaign).** Take a look at all of your campaigns, and see how each one is performing individually. Form Fills and Emails included. Calls not included.

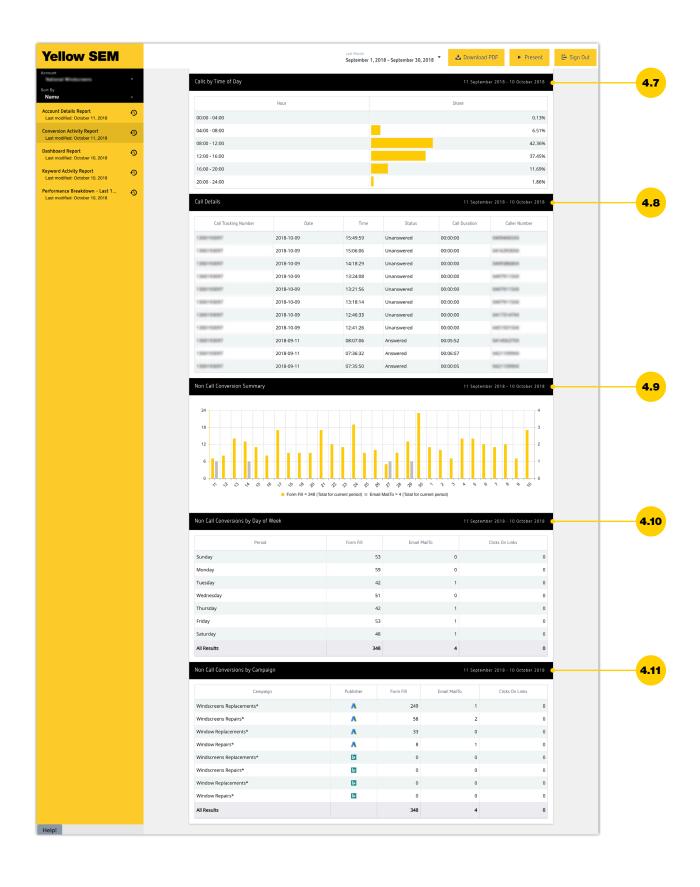


# Your Conversion Activity Report.





# Your Conversion Activity Report.





### **Your Performance Report.**

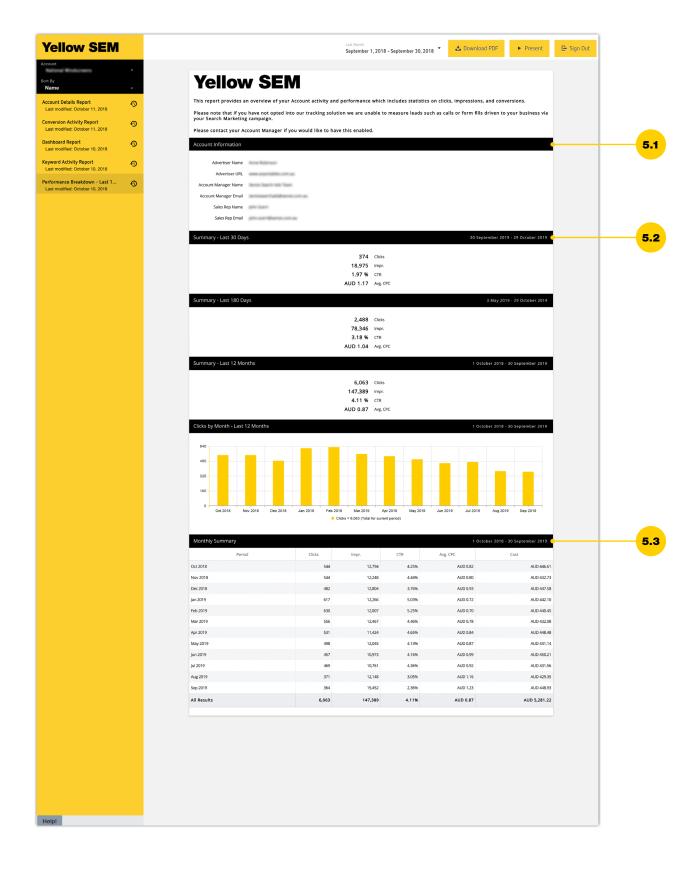
The performance breakdown includes:

#### 5.1 Account information, including your:

- Advertiser name, email and URL
- Account Manager name and email
- Sales rep name and email.
- **5.2 Campaign summary.** See performance summary over the last 30 days, 180 days and 12 months (three summaries).
- **5.3 Monthly summary.** Month by month summary of clicks, impressions and CTR over the last 12 months (clicks by month, plus monthly summary tables).
- **5.4 Performance by campaign.** Top performing campaigns over the last 12 months (performance by campaign).
- **5.5 Top keywords by clicks.** Top performing keywords over the last 12 months (top keywords by clicks).

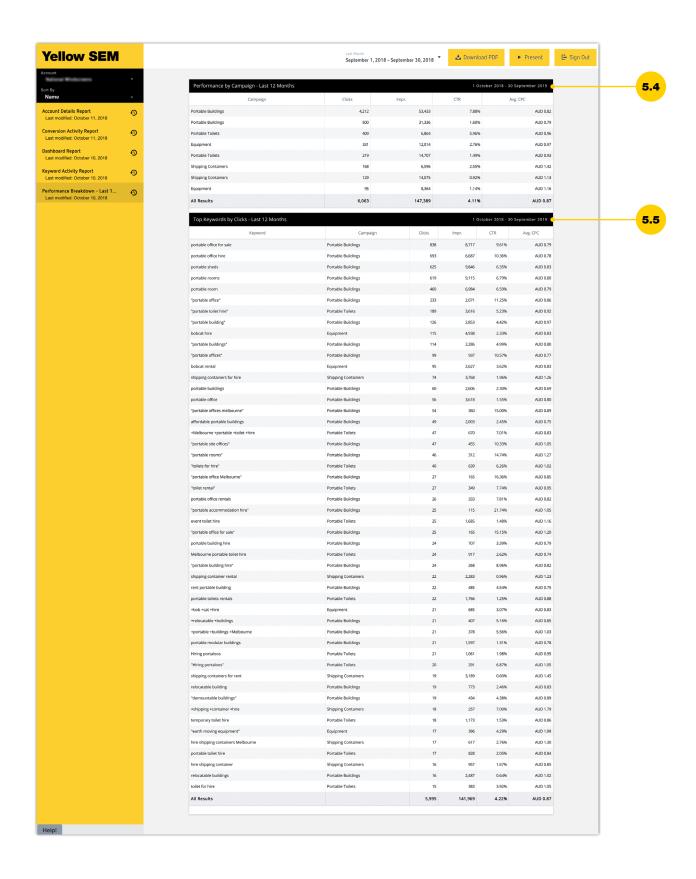


### **Your Performance Report.**





### **Your Performance Report.**





#### **Glossary.**

### These Search Ad terms can help you get the most of your campaign.

**Ad.** Ads consist of a 25 character title (hyperlinked), a 3 character display URL, and a brief description of 34 characters.

**Ad Groups.** These are sets of keywords and ads we manage together for you.

**Call.** When a customer contacts you using the number from your website, that's a call.

**Call conversion.** When a person who has visited your site via Search Ads calls a number on your page.

**Campaign.** A campaign includes all the ads you're running at the one time. They share the same budget, language, location, timing and distribution.

**Click.** When a user clicks on your ad and is taken to your URL.

**Click-through rate (CTR).** This is the amount of clicks your ad receives, divided by the number of times your ad is seen (impressions). The higher your CTR, the better your ad is performing.

**Component.** We use this to refer to a certain area of your campaign.

**Conversion rate.** The percentage or ratio of user clicks that resulted in either a call, form fill or email enquiry.

**Cost-per-click (CPC).** We calculate how much you're paying for every click. For CPC campaigns, we'll ask how much you'd like to spend per click before we begin. This helps you make the most of your budget.

**Dynamic Website Tracking.** This gives you info on visitors' behaviour. We do this by reflecting the content of your website, so we can see exactly where clicks happen.

**Impressions.** This is a count of how many times your ad is viewed on a search engine.

**Keyword.** These are terms or phrases that trigger your ad to appear when customers search. We'll help you select what words works best.

**Non-call conversion.** When a person who has visited your site via Search Ads fills out a form, or emails you, via your page.

**Publisher.** Sites which publish search engine results are known as publishers. These include sites like Google and Bing.

**Return on Investment (ROI).** This is the money you earn from your ads, compared to the money you've spent.

**Search Engine Results Page (SERP).** That's the page you see when you hit 'search' on sites like Google. It lists information based on relevance.