

Jason "retailgeek" Goldberg

@retailgeek

razorfish







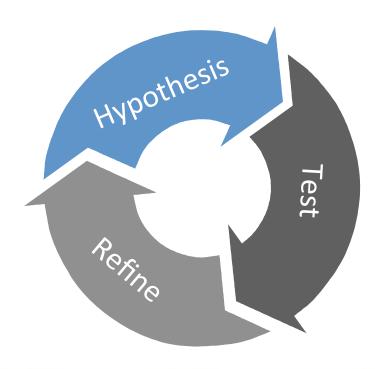
Download

http://retailgeek.com/merch14

-or-

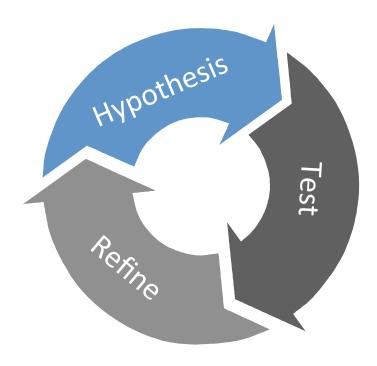
http://events.nrf.com/merchandisingws14







Cycle of Awesomeness





5 SECOND TEST



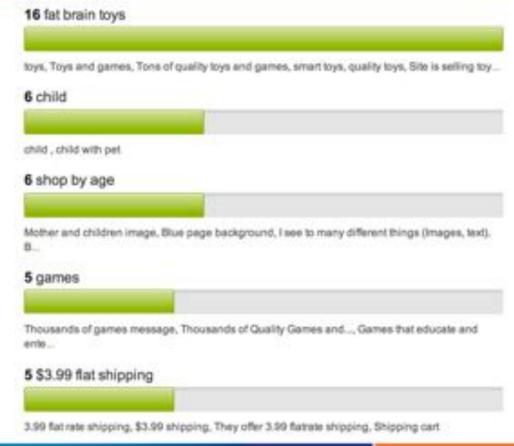
Remember everything you can





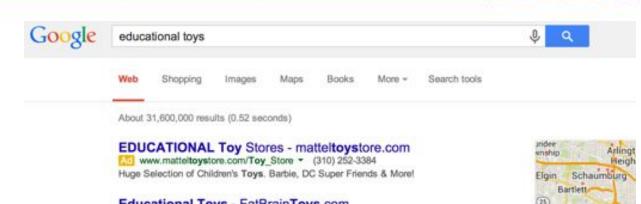
What do you remember?





verifyapp.com







Educational Toys - FatBrainToys.com

www.fatbraintoys.com/ *

4.9 ★★★★★ rating for fatbraintoys.com

Quality Toys & Games For All Ages. \$3.99 Flat Rate Shipping. Shop Now! Fat Brain Toys has 230 followers on Google+ \$3.99 Flat Rate Shipping - Shop by Age - Special Offers - The Gift Bot

Educational Toys for Kids - leapfrog.com

www.leapfrog.com/Free+Shipping *

Shop LeapFrog® Educational Toys. Fun, Engaging, & Educator Approved!

Educational toys, learning toys for kids & children ...

www.mindware.com/ *

MindWare is proud to be the best resource for educational toys, toys for education and learning toys for kids and children that engage and entertain.

Catalog Quick Order - Search Results - Best Sellers - Customer Service





Unique Educat

www.zulily.com/ * Up to 70% Off on Un Educational Toys. S

Toys for 2 Year www.educationaltoy Shop at Educational Free Shipping on \$75



Five Second Test

\$3.99 flat shipping

Family

The color green

A flower

Fat Brain Toys

The cute small girl

a picture of a girl

Field

The logo in the center of the

adult

games

header

baloons

Mom

The nice picture

Blue page background

Mother and children image

Thousands of games

bubbles

park

Tons of quality toys and

Categories in the left side of quality

Toys and games

the header

child with pet

Sign in smart toys

Woman

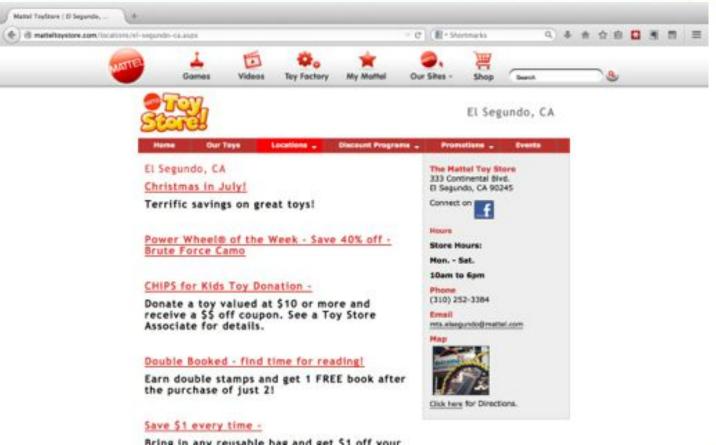
games

Child

summer

www.shop.org/merch14







Matel 5-Second Test Results

Insert Matel test results here

verifyapp.com





4.9 ★★★★ rating for fatbraintoys.com

Quality Toys & Games For All Ages. \$3.99 Flat Rate Shipping. Shop Now! Fat Brain Toys has 230 followers on Google+ \$3.99 Flat Rate Shipping - Shop by Age - Special Offers - The Gift Bot

Educational Toys for Kids - leapfrog.com

www.leapfrog.com/Free+Shipping *

Shop LeapFrog® Educational Toys. Fun, Engaging, & Educator Approved!

Educational toys, learning toys for kids & children ...

www.mindware.com/ *

MindWare is proud to be the best resource for educational toys, toys for education and learning toys for kids and children that engage and entertain.

Catalog Quick Order - Search Results - Best Sellers - Customer Service





Unique Educat

www.zulily.com/ * Up to 70% Off on Un Educational Toys. S

Toys for 2 Year www.educationaltoy Shop at Educational Free Shipping on \$75







Zulily 5-Second Test Results

Insert Zulily test results here

verifyapp.com



Five Second Tests

- verifyapp.com \$19/mo
- usabilityhub.com \$20/mo



ON-SITE SURVEYS



Two types of on-site surveys

Intercept (site initiated)

Enter, Exit, Trigger

Feedback (user initiated)



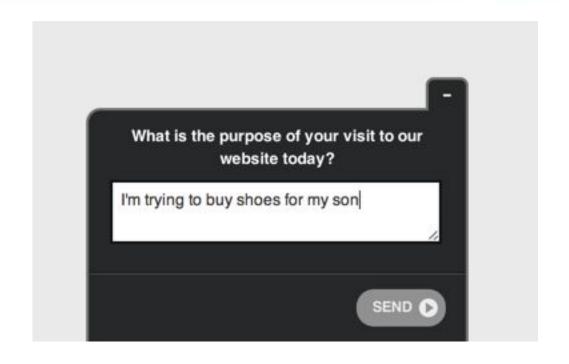


4Q: My Favorite Intercept Framework

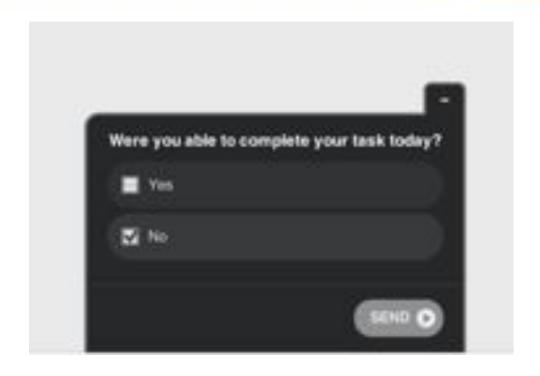
- 1. What was your goal?
- 2. Did you accomplish your goal?
- 3. If not, why?
- 4. Net promoter Score

Avinash Kalish: http://www.kaushik.net/avinash/the-three-greatest-survey-questions-ever/





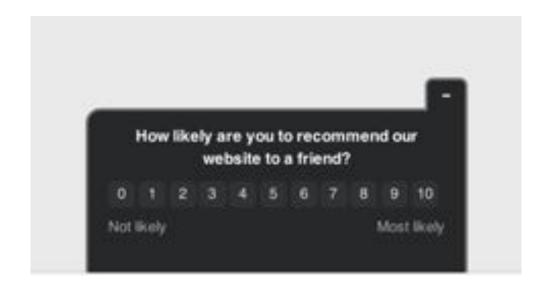














On-Page Intercept Surveys

- Qualaroo.com \$199/mo (free trial)
- iPerceptions.com Free limited 4Q
- google.com/insights/consumersurveys/ website_owners Free
- usabilla.com \$49/mo
- feedbackify.com \$19/mo



OFF-SITE SURVEYS



"Panda" Search Quality Survey

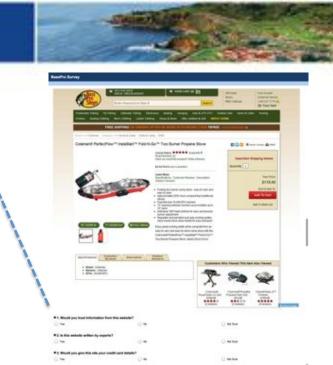
- Would you trust information from this website?
- Is this website written by experts?
- Would you give this site your credit card details?
- Do the pages on this site have obvious errors?
- Does the website provide original content or info?
- Would you recognize this site as an authority?
- Does this website contain insightful analysis?
- Would you consider bookmarking pages on this site?
- Are there excessive adverts on this website?
- Could pages from this site appear in print?



Shop.org

online merchandising workshop



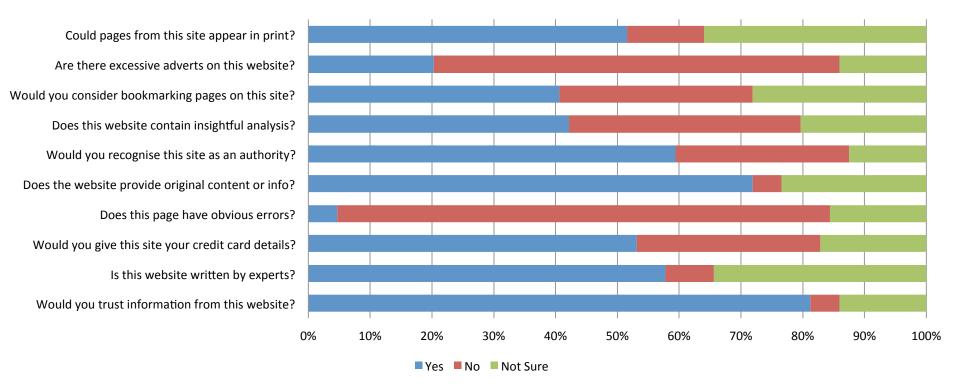




Surveymonkey.com



BassPro Panda Quality Survey





Google Consumer Surveys



Shop.org

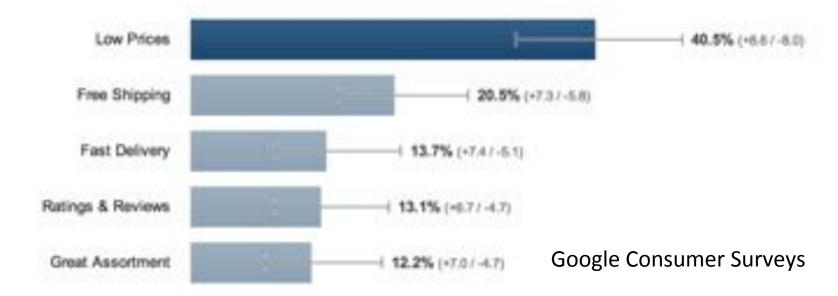
online merchandising workshop



SINGLE ANSWER

What's most important when you shop online?

Results for respondents with demographics. Weighted by Age. (131 responses) @ Winner statistically significant. @





Getfivestars.com

Follow-up on good feedback:

- Convert favorable feedback into testimonials
- Encourage off-site reviews
- Monitor off-site reviews
- \$29.95/month





Off-Page Surveys

- SurveyMonkey.com \$228/year (free version)
- google.com/google-d-s/createforms.html Free
- google.com/insights/consumersurveys/pricing \$0.10/response http://troni.me/GCS-trial \$75 free trial
- askyourtargetmarket.com (AYTM) \$1/10Q's
- Getfivestars.com \$29.95/mo



REMOTE USER TESTING (UNMODERATED)



Usertesting.com

Audience

Tasks

Watch Videos

- Choose panel
- Write Screener
- ▶ Recruit own testers

- Choose URL
- Write Tasks
- Write Questions

► Edit/Annotate Video



Test your site



Usertesting.com





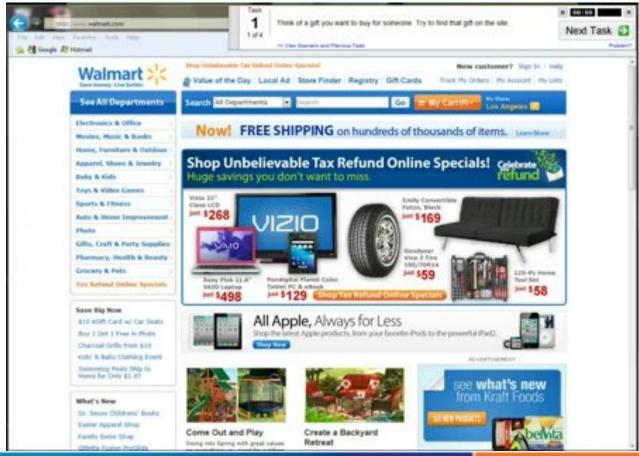


Test your competitors



Usertesting.com







Remote User Testing

- usertesting.com \$49/test (Peek free)
 promo code: shop.org14 (one free test)
- Openhallway.com \$100/mo
- silverbackapp.com/\$69



ASK GOOGLE



why doesn't zappos



why doesn't zappos carry toms shoes why doesn't zappos sell toms why doesn't zappos take paypal why doesn't zappos take paypal anymore why doesn't zappos accept paypal anymore

Google Search I'm Feeling Lucky



keywordtool.io

Search for keyword "zulily" found 370 results



Does KeywordTool.io help you with keyword research? Share it with your followers and friends now!

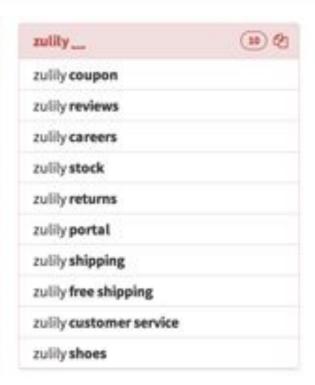


Shop.org

online merchandising workshop



nutity	∞ 40
zulily	
zulily coupon	
zulily reviews	
zulily careers	
zulily stock	
zulily returns	
zulily portal	
zulily shipping	
zulily free shipping	
zulily customer service	





keywordtool.io



OFF-SITE REVIEWS



Bizrate.com

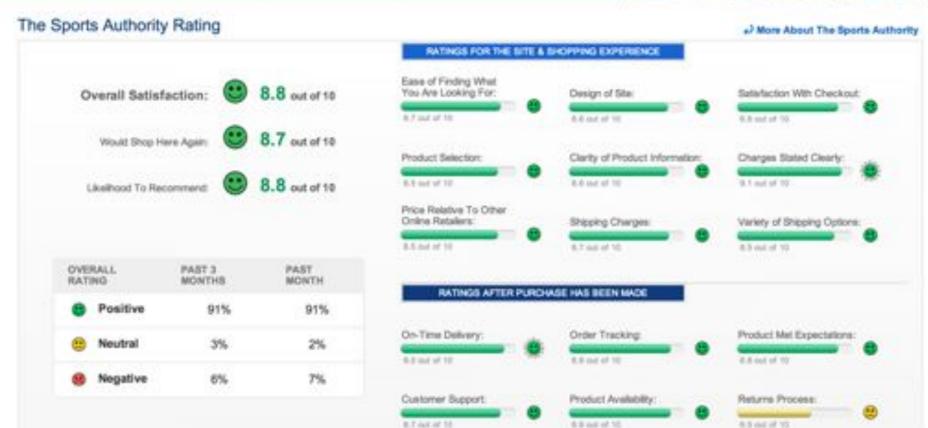
Jul 19, 2014

It's in stock in the warehouse, and you want 1-2 weeks before it ships? Ridiculous! Sports Authority needs to higher some supply chain engineers and get the business straightened out.

Jul 19, 2014

Not enough room in address box. But great pricing for clearance.







TAXONOMY/NAVIGATION



Click Test

create your patio. select from 6 collections & 5 different cushion colors.



shop the collections >



Where would you click to shop for vacuum cleaners?

Take the test +

verifyapp.com



Click Test



149 38 25
VIEWS RESPONSES TESTER DATA

Test Instructions

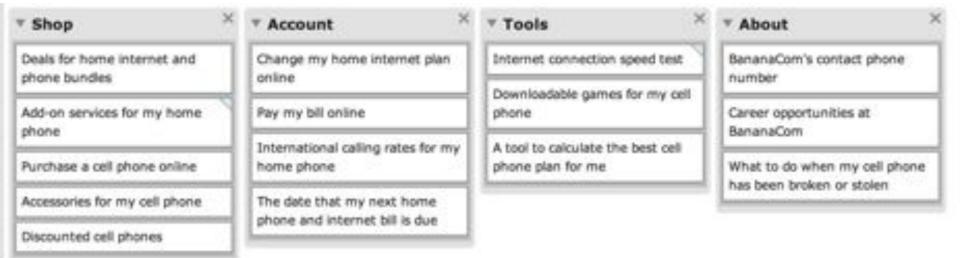
Where would you click to shop for vacuum cleaners?

Avg response: 13 seconds

verifyapp.com



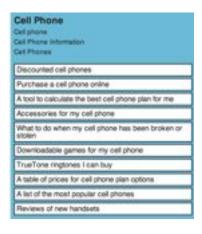
Card Sort



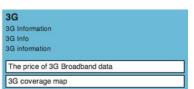


Card Sort: 53/99 sorts were similar

Banana Com Banana.com banana banana.com Career opportunities at BananaCom BananaCom's contact phone number The email address to use for BananaCom help BananaCom's freephone number How to set up my BananaCom email address

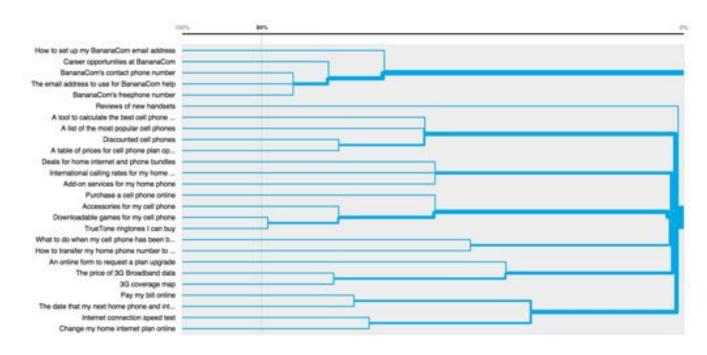








Card Sort: Dendogram





Treejack

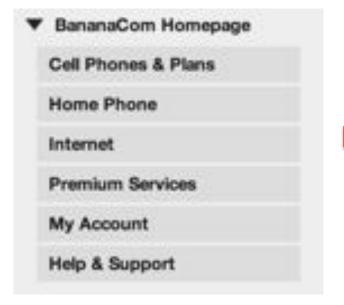
Task 1 of 4

You're about to move house and want to transfer your phone and internet to the new address. How would you do that?

Start task



Treejack









Treejack Results

You're about to move house and want to transfer your phone and internet to the new address. How would you do that?

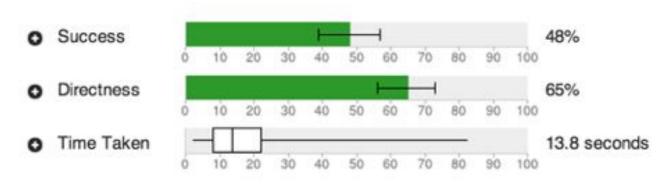
Help & Support → Moving house

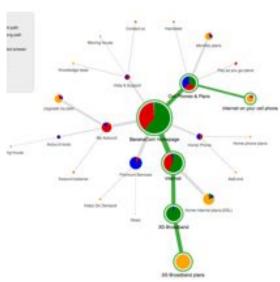
My Account → Account tools → Moving house





Treejack Results







Navigation Tests

- verifyapp.com \$19/mo
- optimalworkshop.com \$1990/year or \$149/ test
- Loop11.com \$350 test or \$158/mo



ANALYTICS TOOLS





http://paditrack.com Funnels from GA Free









http://dashboardjunkie.com dashboards for GA Free

Shop.org

online merchandising workshop





For Online Retailers

- Sales cockpit
- → SEO performance
- Mobile vs. Non-mobile
- AdWords performance
- AdWords Brand vs Non-brand
- addwish e-commerce tracking

+ Add this dashboard to your Google Analytics profile





https://developers.google.com/analytics/solutions/ google-analytics-spreadsheet-add-on GA Plugin for Google Docs Free





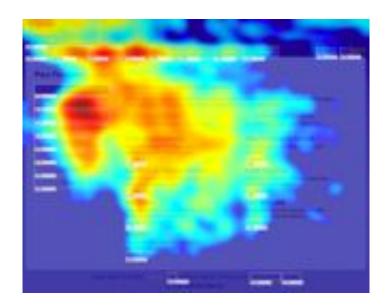
http://www.analyticscanvas.com/ GA Plugin for Excel \$49/mo



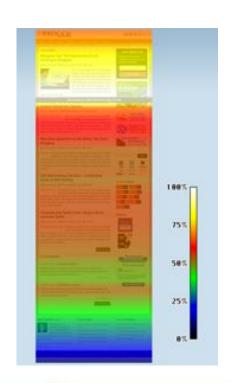
ON-PAGE ANALYTICS



ClickTale



clicktale.com





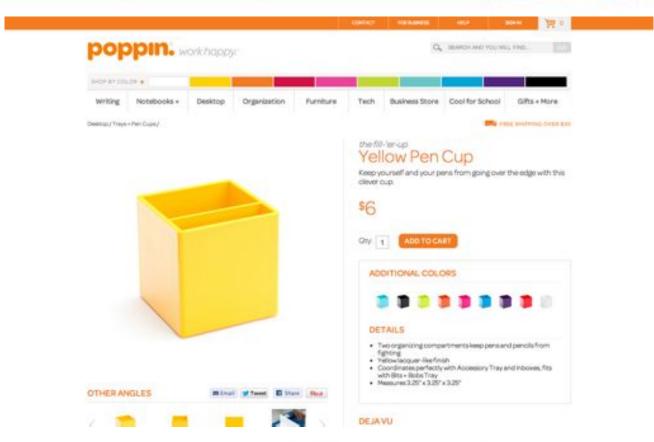
OnPage Analytics

- ClickTale.com \$99 \$999/mo (reasonable free option)
- CrazyEgg.com \$9-\$99/mo

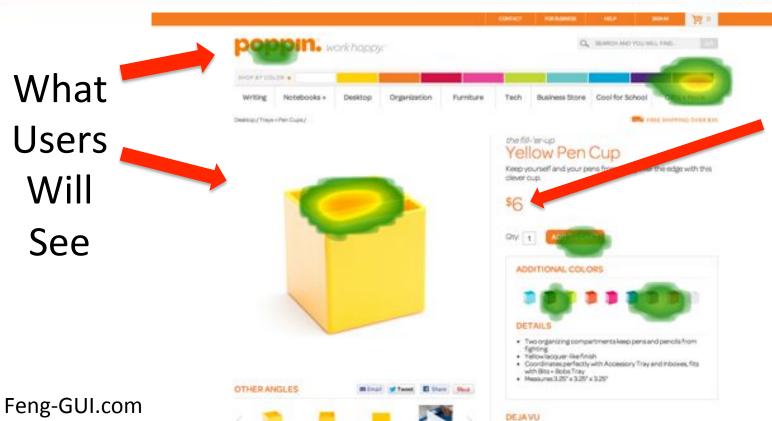


PERCEPTION SIMULATORS



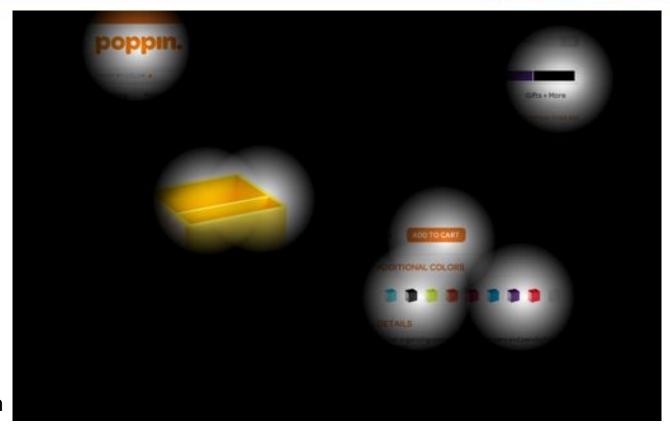






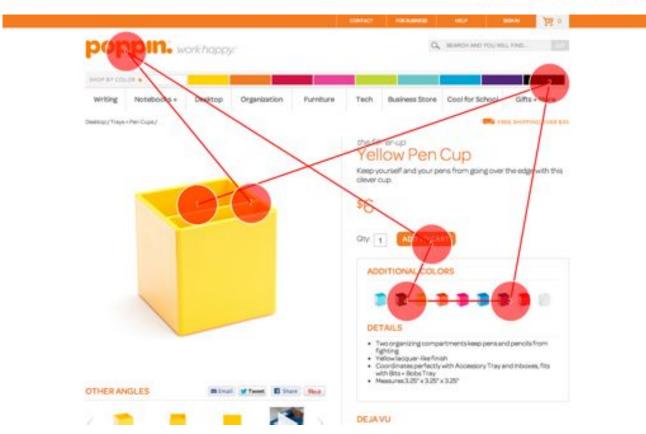
What Users Won't See





Feng-GUI.com





Feng-GUI.com



Perception Simulators

- feng-gui.com \$2/test
- attentionwizard.com \$27/mo
- eyequant.com \$200/mo
- tobii.com \$575/mo (real eye-tracking)



ACCESSIBILITY



Colorblind Web Page Filter

Color Blind Simulator

OFF

ON









http://colorfilter.wickline.org/



Online Accessibility Validators

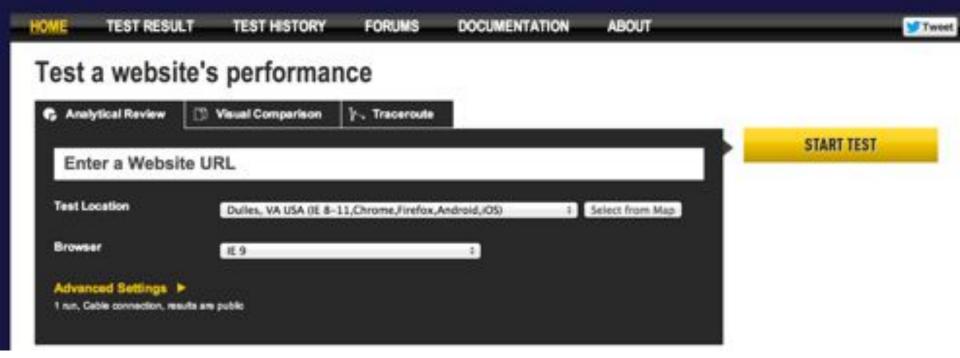
- http://www.cynthiasays.com/
- http://achecker.ca/checker/index.php
- http://wave.webaim.org/
- http://colorfilter.wickline.org/
 (Color blindness)



SPEED

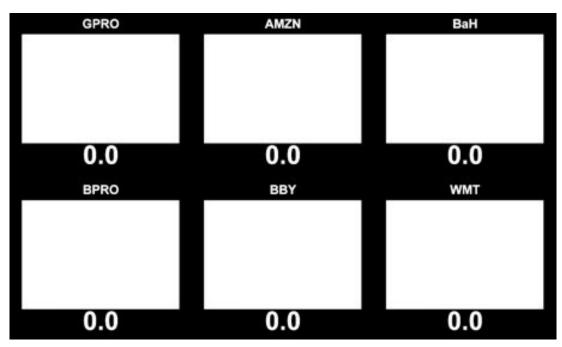








webpagetest.org





webpagetest.org





webpagetest.org

PageSpeed Optimization Check

More about PageSpeed

- PageSpeed 1.12 Score: 89/100*
 - Combine images into CSS sprites
- Minimize redirects
- O Leverage browser caching
- O Defer parsing of JavaScript
- A Optimize images
- A Serve scaled images
- Enable compression
- Minity HTML



webpagetest.org

Web Page Performance Test for

www.walmart.com/ip/GoPro-CHDHN-302/29002369

From: Dulles, VA - Cable 7/21/2014 10:41:50 AM

Summary

Details

Performance Review

PageSpeed

Content Breakd

PageSpeed 1.12 Score: 83/100 Need help improving? First Byte Progressive Cache Keep-alive Compress Effective Compress Transfer use of CDN Images JPEGs. static content **Domains** cessing Breakdown Screen Shot



37 Domains for Walmart PDP

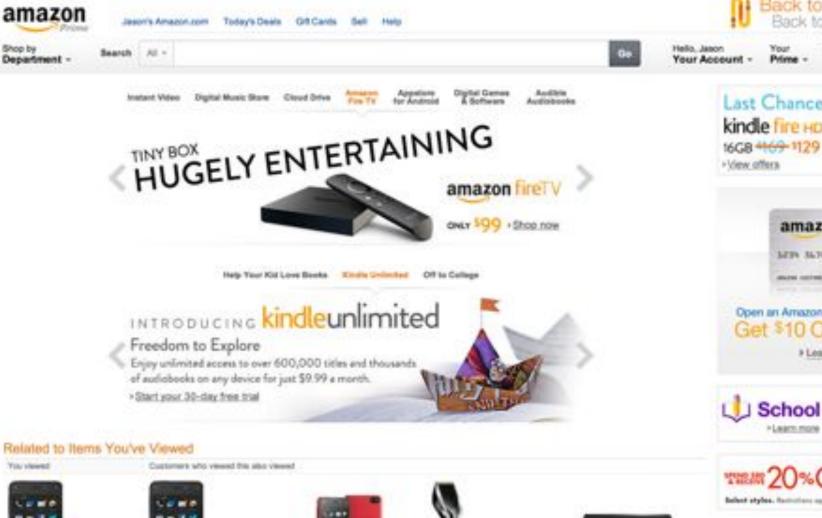
a.dlqm.net ads.rubiconproject.com amch.questionmarket.com assets.pinterest.com beacon.walmart.com beam.hlserve.com c.betrad.com cm.g.doubleclick.net content-cdn.walmart.com cts.channelintelligence.com d.agkn.com dis.criteo.com fonts.walmart.com i.walmartimages.com i2.walmartimages.com

ib.adnxs.com irsws.walmart.com l.betrad.com log.pinterest.com magpie-static.ugc.bazaarvoice.com network.bazaarvoice.com omniture.walmart.com optimized-by.rubiconproject.com p.typekit.net p13n-assets.walmart.com pagead2.googlesyndication.com partner.googleadservices.com pubads.g.doubleclick.net s0.2mdn.net secure-assets.rubiconproject.com

t0.gstatic.com t1.gstatic.com t3.gstatic.com walmart.ugc.bazaarvoice.com www.google.com www.googletagservices.com www.walmart.com



USERS DON'T READ

















Open an Amazon.com Store Card and Get \$10 Off Instantly

F Learn More

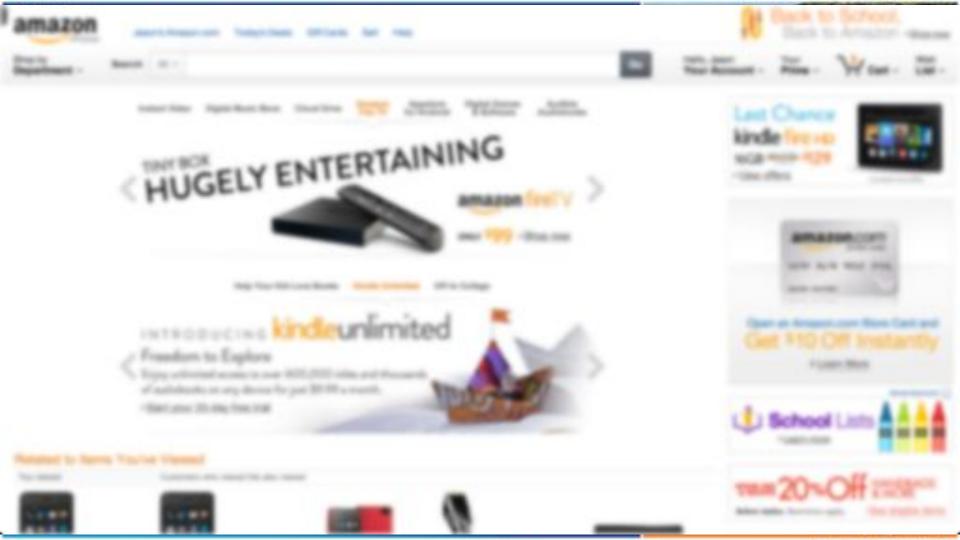


School Lists





Beleef styles, familiers opply 1000 Highlid Nemb





Anti-Reading Simulators

- http://www.usereffect.com/topic/users-dontread-the-ride
- Squint Chrome Plugin https://chrome.google.com/webstore/detail/ squint/dfihiaalbnmbjgbjfkklcknjfnmecdkh

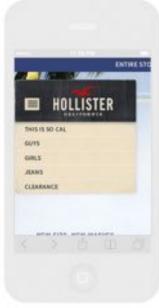


BROWSER TESTING

Shop.org

online merchandising workshop





(Mose 3+4 portrol) - width: 300pe



responsinator.com

(Pull landings) width: strage

Shop.org

online merchandising workshop





crossbrowsertesting.com



Cross-Browser Testing

- responsinator.com Free
- crossbrowsertesting.com- \$29.95/mo
- browserstack.com \$39/mo
- browsershots.org Free
- browsera.com Free / \$49/mo



Public Service Announcement

"It's just one tag on your site... it has no impact on performance"

- biggest lie in e-commerce



