



What Does Your Website Do For You?

- Honestly, I Have No Idea
- Search Engine Rankings
- Leads
- Brand Awareness / Exposure / Credibility
- All of the above!

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JUNE 2018

TURN YOUR WEBSITE INTO YOUR BEST DIGITAL ASSET

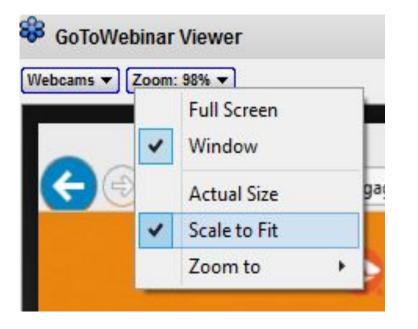
Hosted by: Jim Marks & Ryan Rockwood

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1) YOU ARE MUTED FOR THE DURATION OF THE WEBINAR

to eliminate noise interference and minimize presentation interruptions. As much as we would love to open the webinar up to discussion, there are too many people to do so effectively.

2) THIS WEBINAR WILL LAST 60 MINUTES

Our goal is to complete our presentation within 50-55 minutes and open up the last 5-10 minutes for questions

3) THIS WEBINAR IS BEING RECORDED PNC Bank will post the recording on their website (custom link to be given at the end of the webinar)

IMPORTANT HOUSEKEEPING



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HAVE QUESTIONS? Not A Problem!

Locate the Questions Panel.

You CAN type a question in your control panel.

We will do our best to answer it.

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If we teach it on this webinar series, it's been



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Poll Results

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THIS WEBINAR COVERS:





Design Matters: Keeping Current in 2018



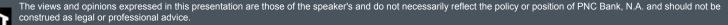
Providing the Best User Experience



Understanding User Behavior



The Near Future of Website Functionality







Four Primary Real Estate Website Goals



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Four Primary Real Estate Website Goals



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Website Goals: Unpaid Website Traffic

DEFINITION

A focus on non-paid traffic from search engines

BENEFITS

There is a lot of traffic and/or leads to be gained from search engine traffic

REQUIREMENTS

To achieve this goal a site must have a lot of high quality content, good on-page SEO and many other sites linking to your site (off-page SEO).



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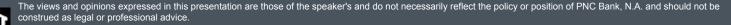




Website Goals: Unpaid Website Traffic

GETTING STARTED CHECKLIST

- Name, Address, Phone (NAP) Standardize (On-Site and Citations)
- 500+ Words of Original Content per Page (Build Prominent and Unique Neighborhood/Agent/Content Pages)
- Ideal Page Titles and H1s (Headlines) Throughout
- "Google My Business" Setup, Including Testimonials
- Increase Website Speed (Image Compression, Code Optimization, Caching, CDN)
- Share Content on Social Media
- Create Links (Backlinks) to Your Site (Guest Blogging / Writing Market Stats Articles for Local Websites / Quotes or Articles in News)
- Configure Google Webmaster Tools & Monitor for Warnings.



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Website Goals: Lead Generation

DEFINITION

A focus on compelling website visitors to self identify

BENEFITS

More contacts and connections with site visitors; leads

REQUIREMENTS

To achieve this goal a site must have high converting calls to action, forced registration, and immediate delivery of any promised content or information.



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Website Goals: Lead Generation

GETTING STARTED CHECKLIST

- Easy to Use Property Search
- Forced Registration on Property Details Pages
- Landing/Squeeze Pages (Learn Your Home Value, Receive Latest Listings in Your Neighborhood, Learn 3 Key Mistakes Made By Home Buyers in Your City, Learn How Discount Brokers Actually Cost More)
- Instant Gratification (Immediate Delivery of Promised Content)
- Mobile Ready Design
- Facebook / Google Signup
- Easy & Simple "Home Valuation" Tool
- Remarketing Snippets from Facebook and Google



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Website Goals: Brand Awareness

DEFINITION

A focus on creating brand recognition, credibility, remaining top of mind.

BENEFITS

Strong name / brand recognition, Awareness of expertise, Repeat business and referrals.



REQUIREMENTS

To accomplish this, the brand and website should conform to a standardized color scheme, logo, visual style and voice.

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Website Goals: Brand Awareness

GETTING STARTED CHECKLIST

- Modern & Consistent Branding/Styling Throughout Site (and All Marketing)
- Expertly Crafted Content (Slogan, Home Page Messaging, About Us, Bios)
- Proof of Expertise (Current Listings, Sold Listings, Stats, Testimonials, Awards)
- Newsletter Opt-in forms / Monthly Branded Newsletter
- Recommend / Refer a Friend forms
- Client Recognition (Stories, Video, Prizes)
- Social Share Options for Content (blog/properties)
- Build Local Partnerships that Promote Your Brand
- Social Media Accounts match site branding / promote site content / branded hashtags
- Overlay Listing Images with Watermark Logo (Small/ In Corner)

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Website Goals: Reputation Management

DEFINITION

A focus on portraying a positive public perception

BENEFITS

Positive testimonials increase credibility and the likelihood of repeat, referral and new business.

REQUIREMENTS



To achieve this goal an agent / firm must display evidence of positive client experiences from as many sources as possible.

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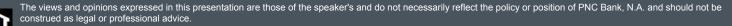




Website Goals: Reputation Management

GETTING STARTED CHECKLIST

- Proactively Seek Testimonials (Google[®] My Business, Zillow[®], \Box Facebook[®] - Also Publish Those On Your Website)
- Proof of Expertise (Current Listings, Sold Listings, Stats, Testimonials, \Box Awards, Certifications, Press Releases, News Clippings)
- Content Demonstrating Subject Expertise, if Applicable (Market \Box Stats/Trends, Knowledge of Inventory, Information on Local Horse Facilities / Running Clubs / Golf Course Communities).
- Check Your Google Search Results. Review and Update Pages \Box
- Monitor and Respond to Online Reviews, Good and Bad \Box
- Recommend a Friend Form
- Submit a Testimonial Form
- Testimonial/Review Schema





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Four Primary Real Estate Website Goals

SELECT <u>ONE OR TWO</u> GOALS AND START WORKING THROUGH THE CHECKLISTS



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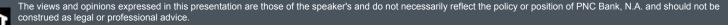
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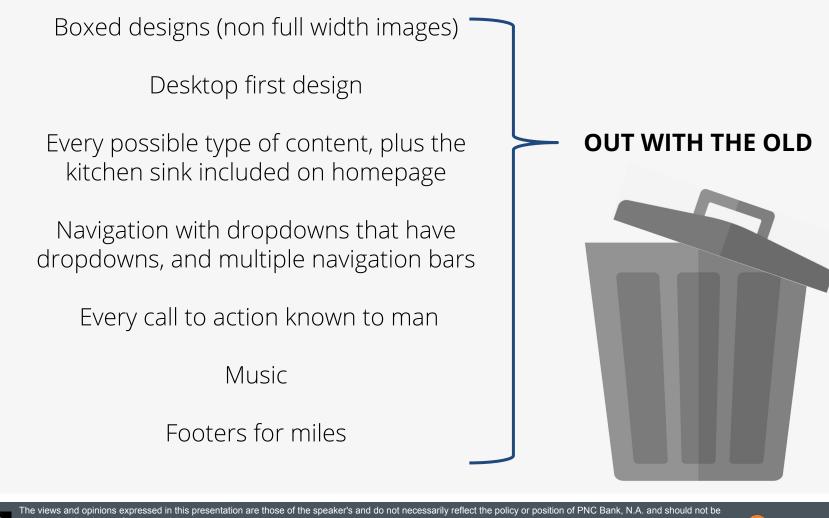


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General Design Principles

🛧 Mobile First

63% of all web traffic comes from mobile devices in the US, and the number is rising. If your site isn't mobile first, you will lose traffic, leads, reputation and brand awareness. Design with mobile in mind.

★ Easy to Use Property Search

Simple, easy to use, easy to find property searches above the fold. Mobile users don't have patience to sift through content to find what they are looking for.

🛧 🛛 Visual Elements: Video, Video, Video

Create short (less than 5 minute) videos and post them on your homepage. Tell your visitors a story, be entertaining, and/or give them something useful.

☆ Your Brand (Logo and Styling)

It's too easy to build a logo and color scheme today. There's no excuse for you not to have a professionally designed logo and style sheet to provide consistency in your marketing materials.

★ Hamburger Menu Has Replaced the Nav Bar Menu

Simple. Universally recognized. Minimalist. Sites do not need to utilize the nav bar menu format.



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General Design Principles

★ Use of Negative Space Effectively

Don't overcrowd your content. Strategically guide user focus to a single point on each page/section

★ Prominent Call To Actions

The point of your website is to compel your visitors to act. This feature is only gaining popularity in 2018.

☆ Contact Information Everywhere

Contact Form. Email Link. Phone Number. Chat Service - Easily Findable on Every Page.

★ Social Media Integration (In The Right Places)

Social media is where most user engagement occurs. Make sure your content can be shared and liked.

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Brief Overview of Trending Design Elements

- Vibrant & Distinctive Colors (avoid primary and overused colors) ☆
- Unique & Simple Typography (in other words, creative but readable) ☆
- Semi Flat Design Elements ☆
- Broken Grid Layouts ☆
- ☆ Animations Are Back
- ☆ Illustrations With Personality/Character
- Odd Angles ☆



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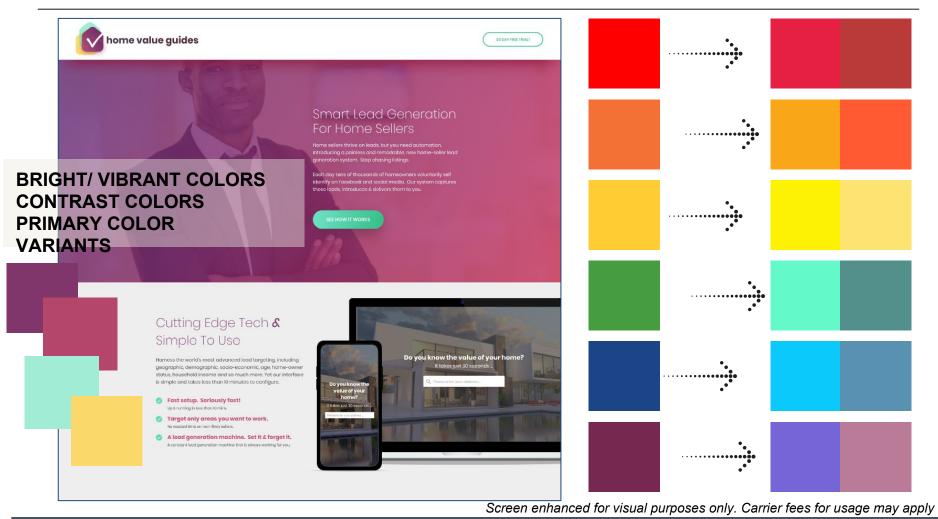
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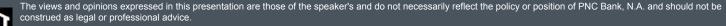




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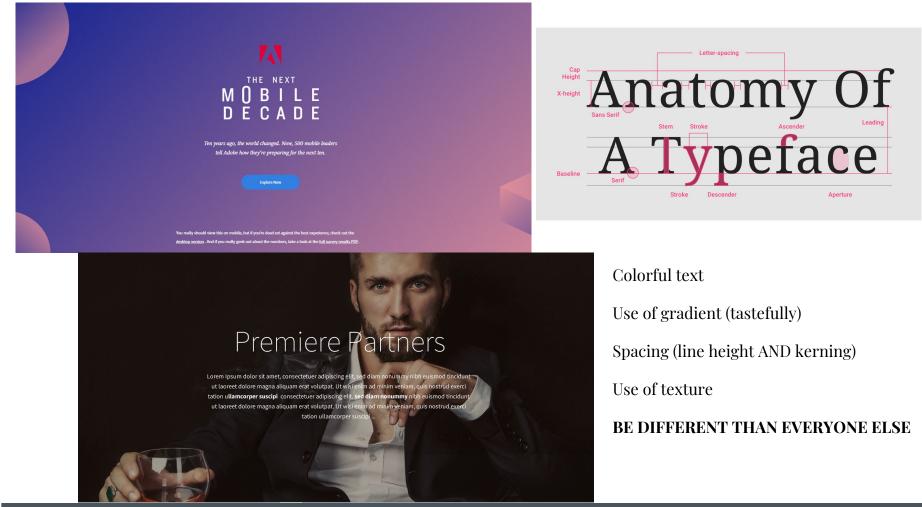
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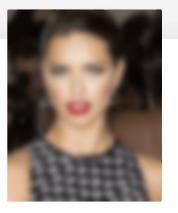
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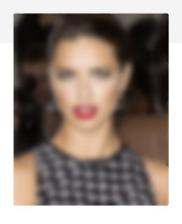


Semi Flat/Material



Natasha R San Diego

Nam porttitor blandit accumsan. Ut vel dictum sem, a pretium dui. In malesuada enim in dolor euismod, id commodo mi consectetur. Curabitur at vestibulum nisi. Nullam vehicula nisi velit. Mauris turpis nisl, molestie ut ipsum et, suscipit vehicula odio. Flat



Natasha R San Diego

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SEMI FLAT or FLAT 2.0

adds a level of dimension to flat design





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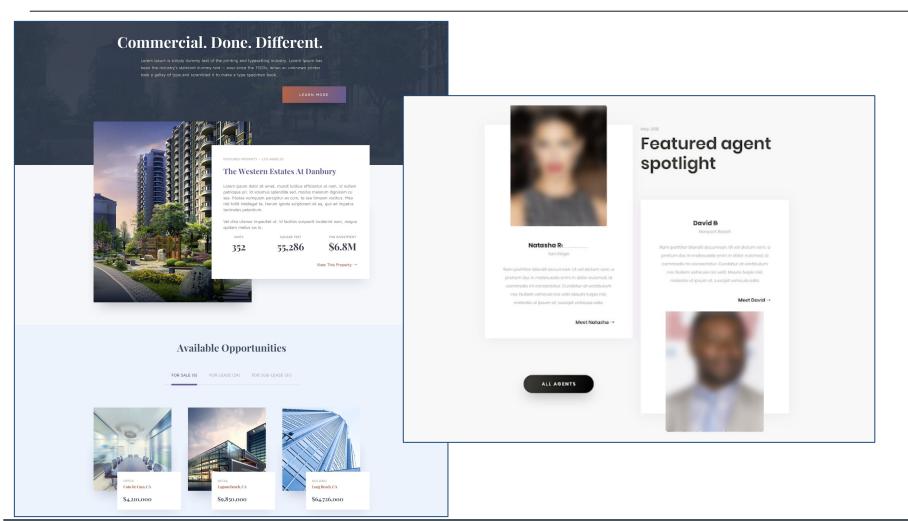
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IMPORTANT: Consider your intent for your visitors, and their intent for themselves. THIS IS NOT A GIMMICK!

ENDER



RULES

DO NOT use Flash

DO NOT increase load time of the site

DO NOT reduce usability of the site, or overwhelm your visitors

DO use it to enhance your visitor focus (use sparingly)

DO use it to improve user experience

DO be delightful and entertaining

COMMON EXAMPLES

Loading Animation

Scrolling Animation

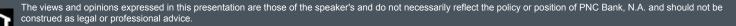
Hover Animation

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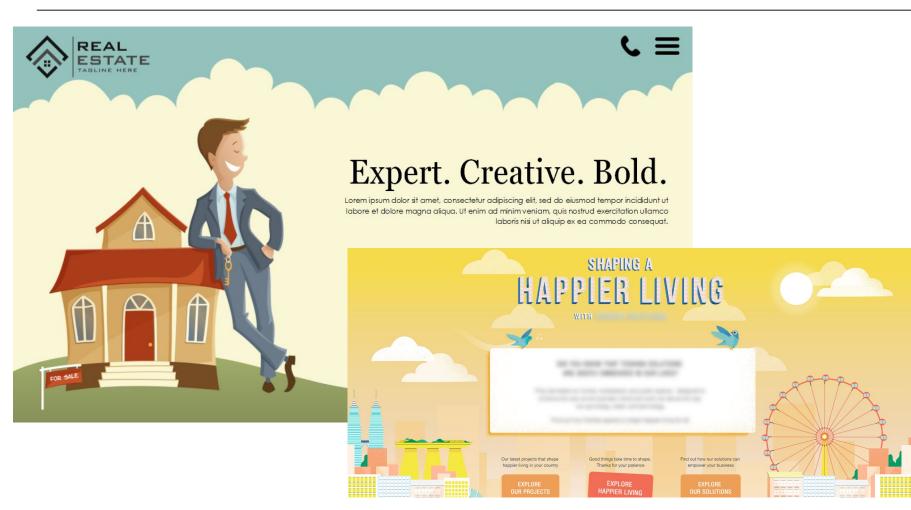
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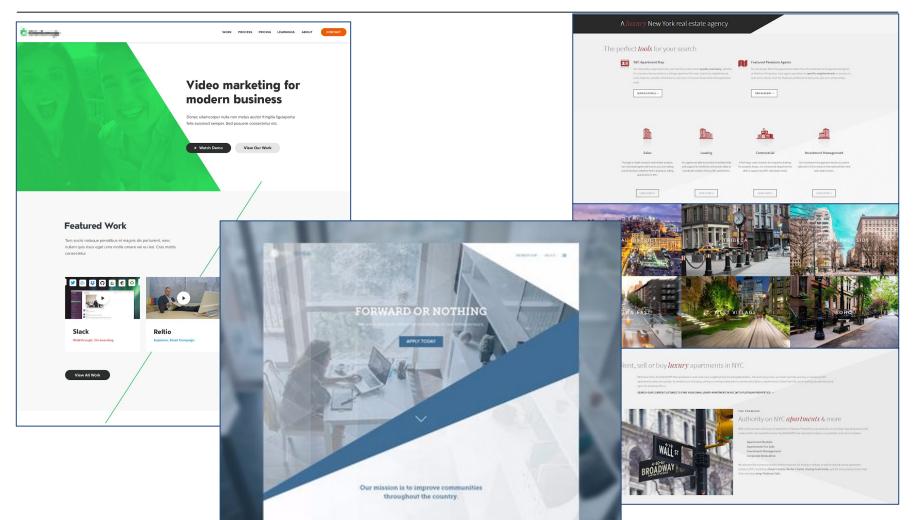
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Providing The Best User Experience

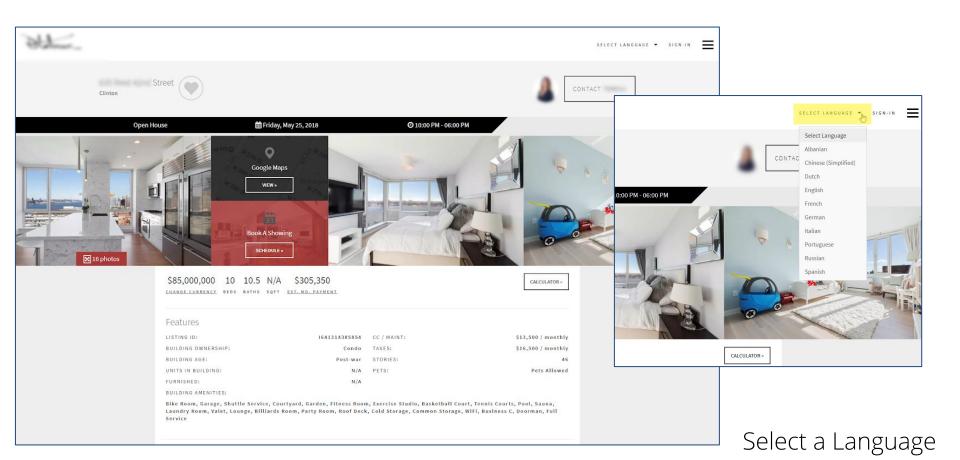
Searching for homes is the number one thing your visitors want. And every single real estate website offers it.

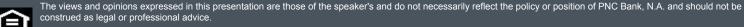
Every real estate website has a property search on it. How is yours different? There's one thing that Zillow doesn't have on their site. YOU! Make sure to give your site visitors as many opportunities to build connection with you as possible. Personality. Value. Expertise.

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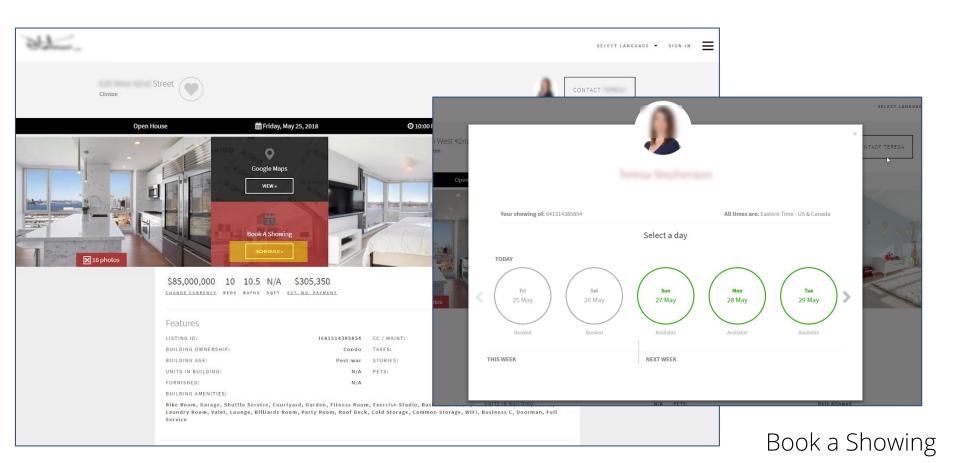


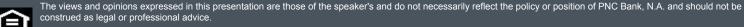




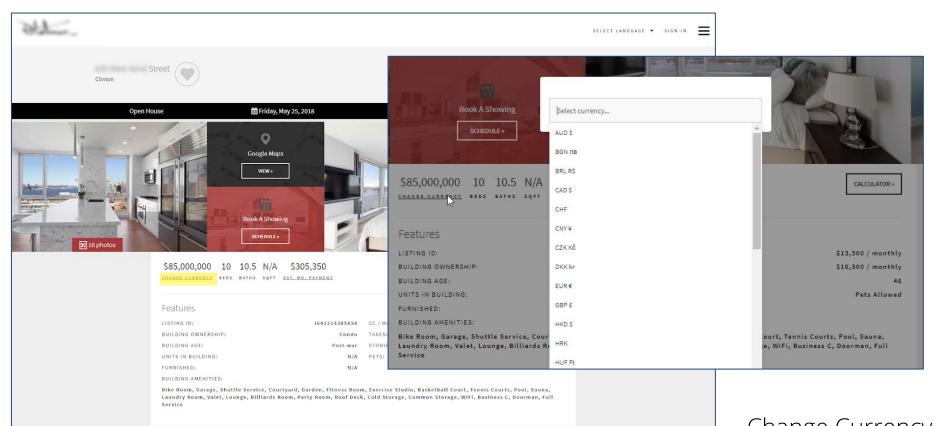












Change Currency

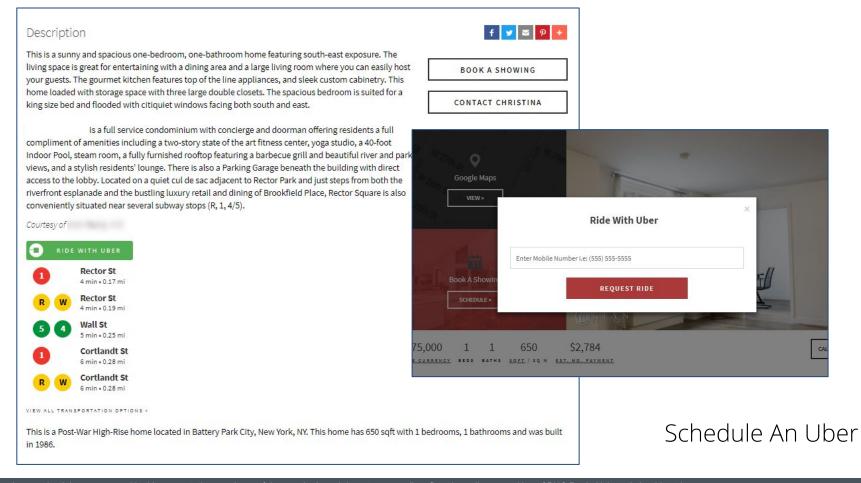


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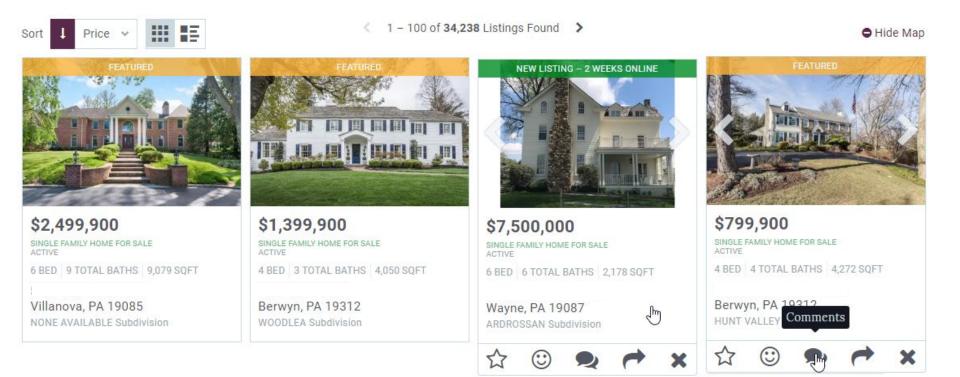
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Comment

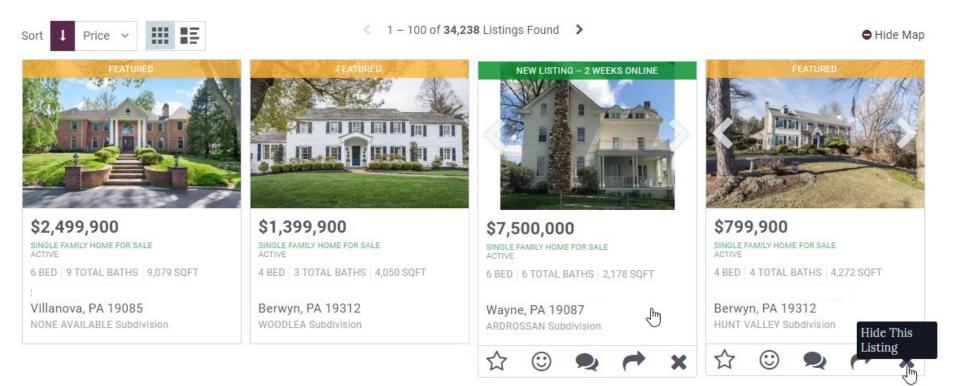
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Hide A Listing

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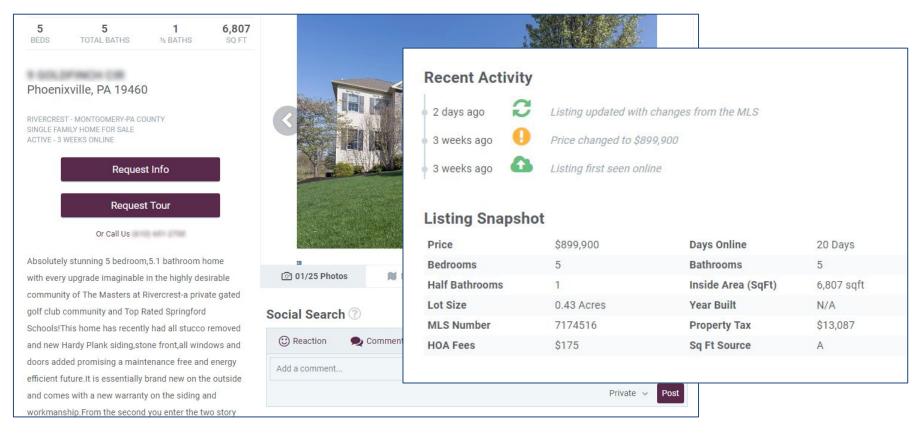


VERCREST - MONTGOMERY-PA COUNTY LEE FAMILY MOME FOR SALE CTIVE - 3 WERKS ONLINE Request Info Request Tour or call Us basolutely stunning 5 bedroom, 5.1 bathroom home the very upgrade imaginable in the highly desirably ommunity of The Masters at Rivercrest-a private gated off cub community and 13 bucco remains the very upgrade imaginable in the highly desirably ommunity of The Masters at Rivercrest-a private gated off cub community and 13 bucco remains the very upgrade imaginable in the highly desirably oncost added promising a maintenance free and energy ficient future. It is essentially brand new on the outdation at comes with a new warranty on the siding and the warranty on	5 5 1 6,807 BEDS TOTAL BATHS ½ BATHS SQ FT	
VERCREST-MONTGOMERY-PA COUNTY LEE FAMILY HOME FOR SALE CTIVE - 3 WERKS ONLINE Request Info Request Tour Or Call Us boolutely stunning 5 bedroom, 5.1 bathroom home the very upgrade Imaginable In the highly desirable off cub community and Top Rated Springford chools This home has recently had all stucco removed and you enter the two story to or saded promising a maintenance free and ensign the very upgrade Imaginable In the highly desirable or saded promising a maintenance free and ensign the community and Top Rated Springford chools This home has recently had all stucco removed and you enter the two story the sesentially brand new on the outgin the sesentially brand new on the siding and otors added promising a maintenance free and ensign the ensity on the siding and otors added promising a maintenance free and ensign the community and Top Rated Springford chools This home has recently had all stucco removed and comes with a new warrany on the siding and otors added promising a maintenance free and ensign the comment Private Post	100.00000.08	(610) 651-2700
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Listing History

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Providing The Best User Experience

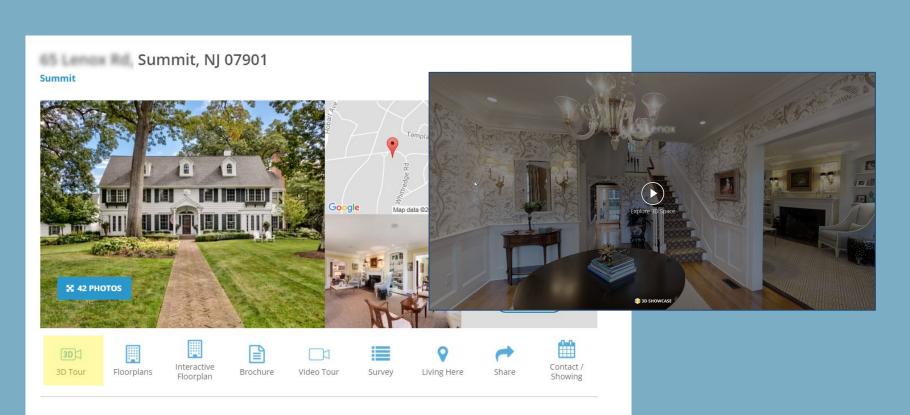
Beyond the Virtual Tour

Virtual tours provide a simple way for a visitor to interact with a listing without being present.

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Virtual Tours

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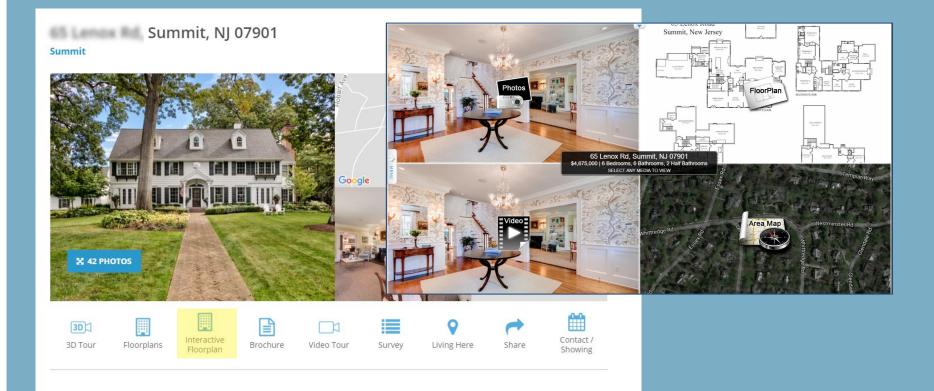


Virtual Tours

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Virtual Tours

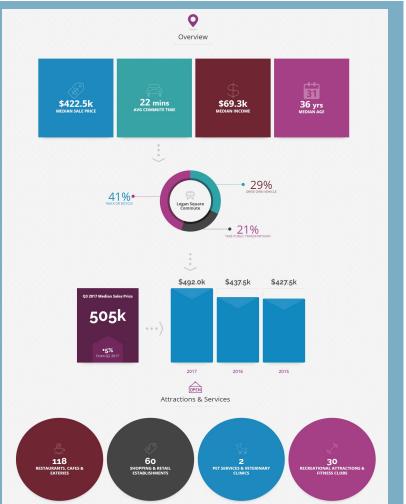
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Providing the Best User Experience

Same Old Stats, New Look!

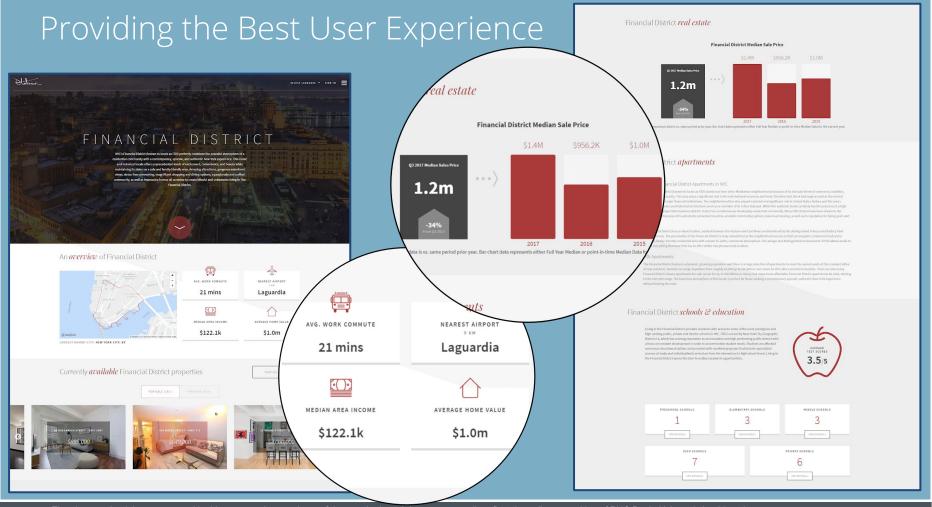
Add Visually Compelling and Detailed Market Data to your Community Pages



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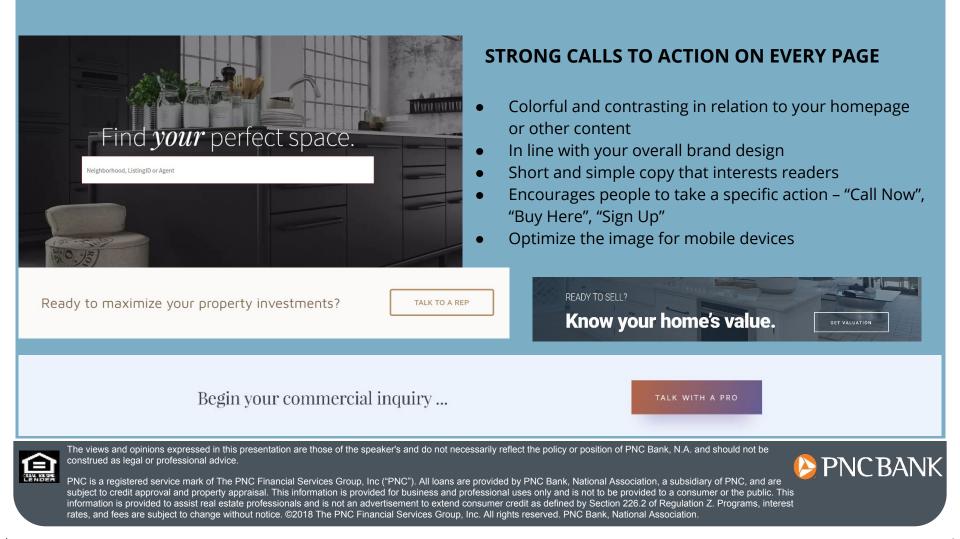


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Providing the Best User Experience





Providing the Best User Experience

LANDING PAGES!!!



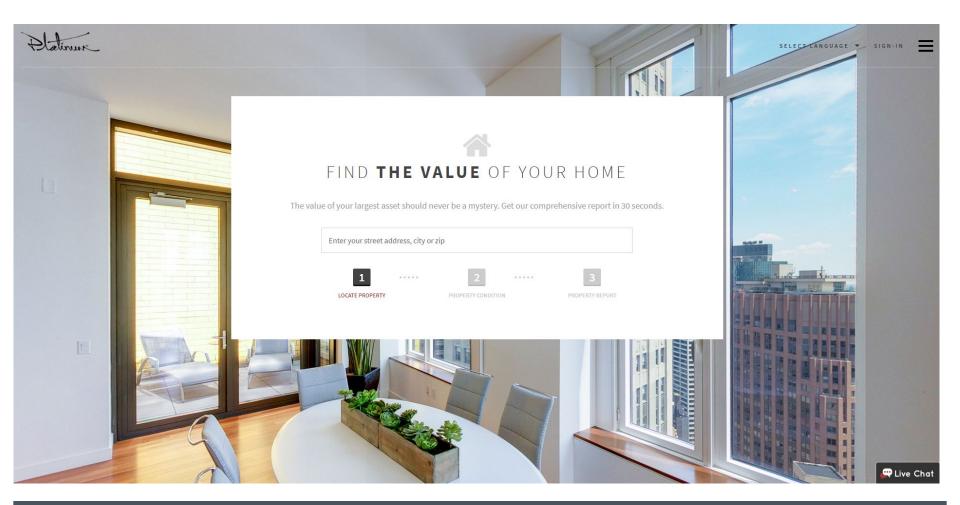
Title is Key Persuasive Subtitle Singular Visual Focus Singular Call To Action Fast Load Times

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LEN BER





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THIS WEBINAR COVERS:





Design Matters: Keeping Current in 2018



Providing the Best User Experience



Understanding User Behavior

The Near Future of Website Functionality

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Guessing doesn't work.

Blind Marketing Costs Money!

Data removes your blindfold so you can see your target.



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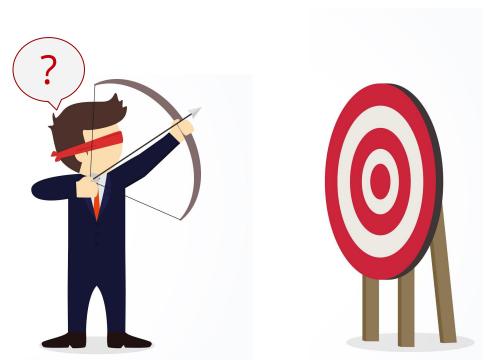


example:

A client recently contacted us wanting to build out very robust community pages at great expense of money and time.

We asked them, why?

They replied they wanted to increase leads.



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Careful study of user behavior and relentless attempts to increase lead capture have shown to increase lead capture. You often must:

- Radically DECREASE the amount of information you provide.
- Force registration prior to providing information.
- Offer a single call to action on a page

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Top Resources to get started: -Real Time Analytics -Top Landing Pages -Top Exit Pages -Top Pageviews

ENDER



Google Analytics[®]

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🕑 PNC BANk

Prioritize Understanding the Behavior of your Visitors

Get Clicky With It

Why: Google Analytics shows only AGGREGATE data. (Little known fact: You cannot follow a single user's path through your website)!!!

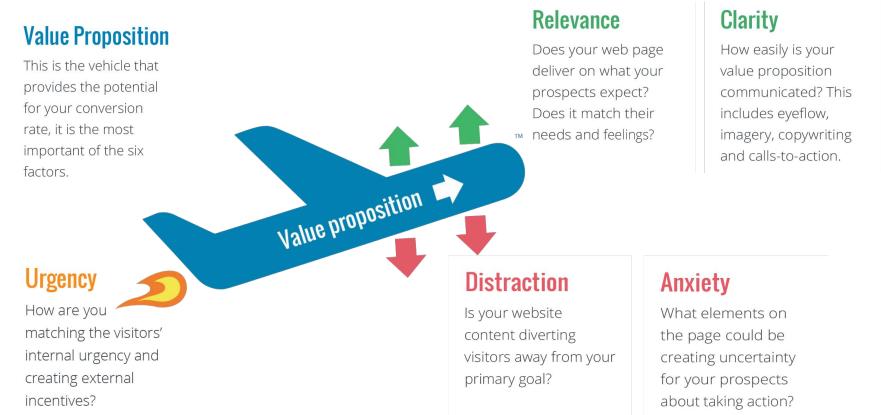
Clicky works differently.

Visitor path, this visit

May 24 2018 9:07:11 pm	<u>/blog/350/gdpr-update</u> GDPR update! Clicky Blog
May 24 2018 9:07:16 pm	<u>/blog/postcomment/350</u> Post a comment Clicky Blog
May 24 2018 9:07:21 pm	<u>/blog/350/gdpr-update</u> GDPR update! Clicky Blog
May 24 2018 9:08:45 pm	<u>/blog/</u> Web Analytics Blog Clicky Blog
May 24 2018 9:10:48 pm	<u>/blog/349/gdpr</u> GD;PR Clicky Blog

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The LIFT™ Model



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THIS WEBINAR COVERS:





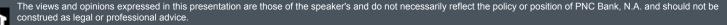
Design Matters: Keeping Current in 2018



Providing the Best User Experience



- Understanding User Behavior
- The Near Future of Website Functionality







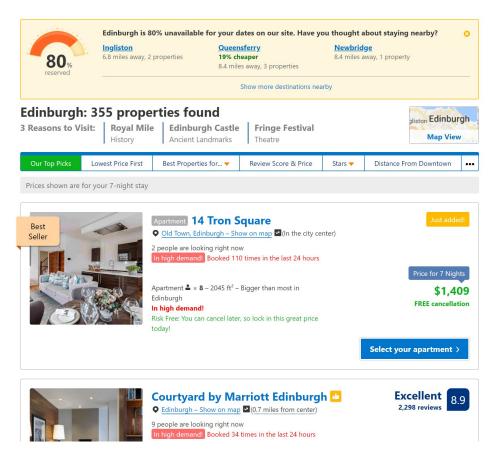
Alternative suggestions based on limited results

Points of interest

Best Seller / Most Visited

"In high demand"

Reviews provided on page



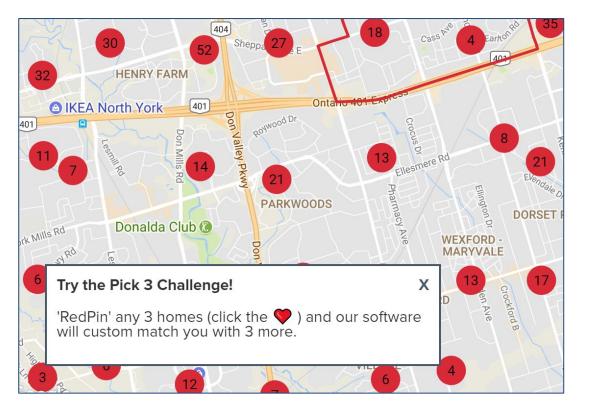


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Algorithms, including Machine learning to customize experience with minimum user input.



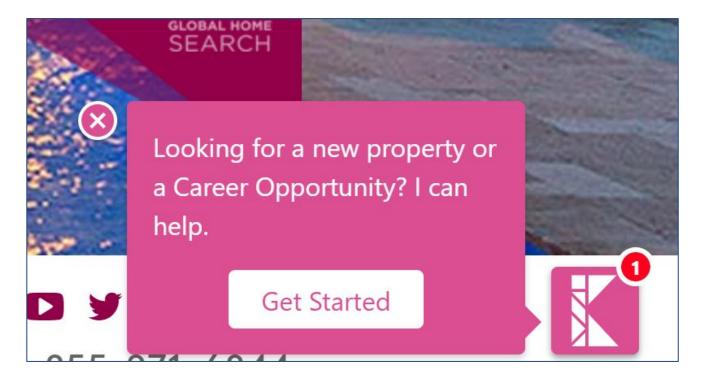
Courtesy of TheRedPin.com

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Real estate chatbots

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SO, ARE YOU READY TO **IMPLEMENT THIS STRATEGY?**

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Did You Know We Do This Monthly?

HOME SA. S CUS , REAL ESTATE PROFE , T FIRST TIME HOMEBU' , OMER EXPERIENCE HOME . , ROFESSIONALS HOUSING MARKE. , ROMEBUYERS TECHNOLOGY HOME SALE. RIENCE HOME LENDING PROCESS REAL ES DNALS HOUSING MARKET TOP TEN LIST F S TECHNOLOGY HOME SALES CUSTOMER NG PROCESS REAL ESTATE PROFESSION IN TEN LIST FIRST TIME HOMEBUYERS TI S CUSTOMER EXPERIENCE HOME LENDIN RE PROFESSIONALS HOUSING MARKET TO HOMEBUYERS TECHNOLOGY HOME SALE SIENCE HOME LENDING PROCESS REAL E DNALS HOUSING MARKET TOP TEN LIST F S TECHNOLOGY HOME SALES CUSTOMER DIALS HOUSING MARKET TOP TEN LIST F VECHNOLOGY HOME SALES CUSTOMER NALS HOUSING MARKET TOP TEN LIST F



Each will teach ONE KEY strategy that:

- Drives Traffic
 - Creates Conversion
 - **Retains Sphere**
 - Creates REAL Business

Questions or Comments? <u>Support@virtualresults.com</u>

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Notes and Replay from Today's Presentation

Visit the PNC Mortgage Agent Alliance Website https://www.pnc.com/agent-alliance/english/home.html

View the Replay at <u>VirtualResults.com/pnc-replay</u>

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