### SOCIAL MEDIA DATA MINING

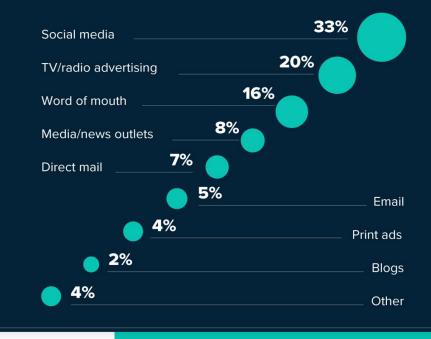


## State of Social



#### Of consumers say their use of social media has grown over the past year

Social media is the preferred way consumers learn about brands or companies **Preferred way to learn about brands or companies** (going forward)



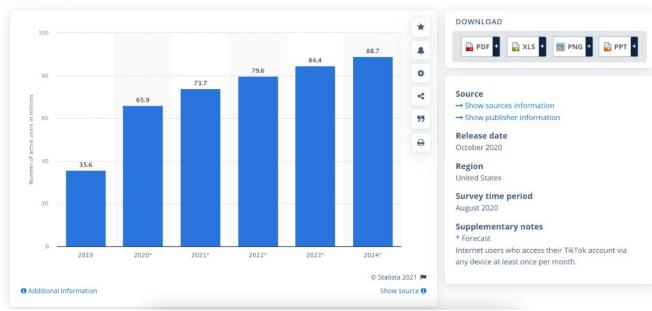
#### SOCIAL MEDIA TODAY: 2021

- Facebook: 200 Million
- Youtube: 210 Million
- Instagram: 170 Million
- Snapchat: 108 Million
- Pinterest: 89 Million
- Twitter: 73 Million
- TikTok: 73 Million

#### TikTok

#### Number of TikTok users in the United States from 2019 to 2024

(in millions)



Regulatory and Privacy Considerations

### Special Ad Categories

- Restricted targeting options in Ads Manager for housing, credit and employment.
- Can no longer narrow your audience based on interests, pages liked, or other digital behavior. If you were used to boosting your posts, that will be the way to do it if your ad is under the special ad category.

f = Ads Manager		Search	🔍 🤗 Jasper's Market 👻 🌲 🚝 🛟	0			
Jasper's Market 👻	Create New Campaign @	Use Existing Campaign 💿					
Campaign     Special Ad Category	Campaign: Choose your objective. Switch to Quick Creation						
Cbjective  Cd Ad Set  Ad Set  Placements Budget & Schedule	New! Category Required for Credit, Employment and Housing Ads     If you're creating a campaign that includes ads that relate to credit, employment or housing, you must choose the category that describes your ads. If you're not running ads in one of these special categories, you may skip this step. Learn More						
	金 Special Ad Category 0		Help: Choosing a Special Ad Category				
Ad Format Media Additional Creative	I'm creating a campaign for ads in a Special Ad Category.           Ads related to credit, employment or housing.						
	What's your marketing objective? Help: Choosing an Objective						
	Auction Reach and Frequency						
	Awareness	Consideration	Conversion				
Close	A Brand awareness	N Traffic	Conversions				

### App Tracking Transparency (ATT)

 Apple released the new iOS 14.5 update earlier this year, which was projected to directly impact Facebook tracking and conversions due to privacy changes for Apple users.

#### Facebook Takes the Gloves Off in Feud With Apple

The social network said it opposed changes that Apple was making to the tracking of apps and would provide information for an antitrust complaint against the iPhone maker.

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Early next year, Apple plans to start requiring iPhone owners to choose whether to allow companies to track them across different apps to better target their ads — a practice that Facebook relies on. Wu Hong/EPA, via Shutterstock



#### Published Dec. 16, 2020 Updated April 26, 2021

#### We're standing up to Apple for small businesses everywhere

At Facebook, small business is at the core of our business. More than 10 million businesses use our advertising tools each month to find new customers, hire employees and engage with their communities.

Many in the small business community have shared concerns about Apple's forced software update, which will **limit businesses' ability to run personalized** ads and reach their customers effectively.

Forty-four percent of small to medium businesses started or increased their usage of personalized ads on social media during the pandemic, according to a new Deloitte study. Without personalized ads, Facebook data shows that the **average small business advertiser stands to see a cut of over 60% in their sales for every dollar** they spend.

While limiting how personalized ads can be used does impact larger companies like us, these changes will be devastating to small businesses, adding to the many challenges they face right now.

Small businesses deserve to be heard. We hear your concerns, and we stand with you.

Join us at fb.com/SpeakUpForSmall

up to Apple."

Facebook took out full-page ads in The New York Times.

The Wall Street Journal and

The Financial Times to declare that it was "standing

FACEBOOK

Social is on the Rise Across All Aspects of Customer Experience

### Native Platforms









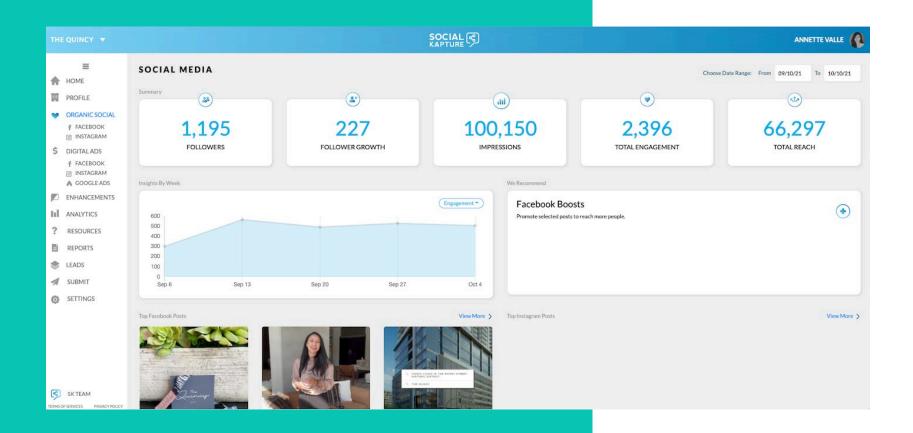
### Third Party Platforms



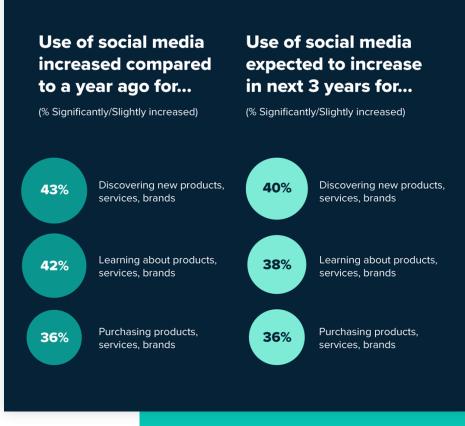








Social media is on the rise across all aspects of the customer lifecycle





Of consumers find it more engaging to connect with a brand on social media than to visit a physical location

### Anticipated primary external communications channel (next three years)



Businesses anticipate social media will be their primary external communications channel in the next three years

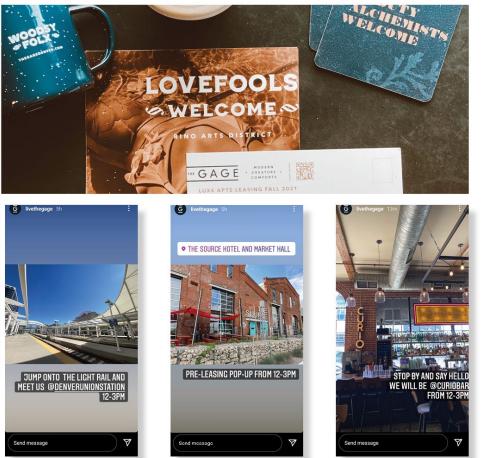
# **Effective Campaigns**



MONDAY	TUESDAY	WEONESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAT
MUNDAT	TUESUAT	WEUNESUAT		I IMPROPER CITY I2 PM - 3 PM	2	3
1	S THE DENVER CENTRAL WARKET Iz PM - 3 PM	6 The Wild 12 pm - 3 pm	7 IRONTON 3 PM - 5 PM	8	5	10
I I Dlue sparrow cafe II AM - 2 PM	12 Denver Milk Market 12 pm - 3 pm	13 ZEPPELIN STATION 12 PM - 3 PM	19 Port side 8 Am - 11 Am	15 GREAT DIVIDE Darrel Dar 12 pm - 3 pm	15	17
18	19	20	21	22	53	24
	26	27	28	28	30	31

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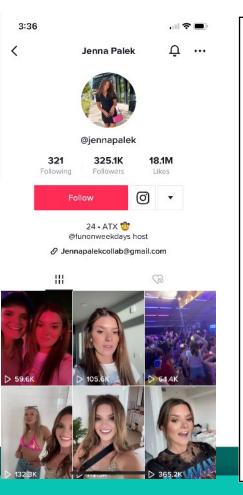
- 122 Followers
- One Month

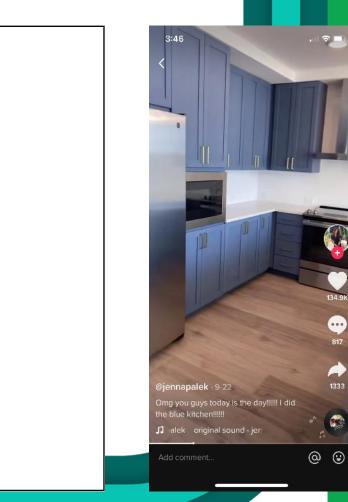


# 79%

of consumers say their purchasing decisions are highly influenced by UGC





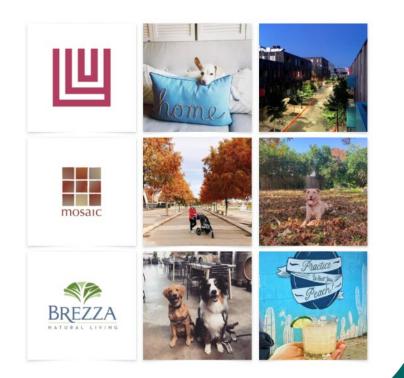


134.9

• 817

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# I rivere **CASE STUDY**





Caitlin Bea @caitlinbea

134K FOLLOWERS

#### CHALLENGE

To expand brand awareness and drive traffic as a new lease-up in a highly competitive market.

1,248

POSTS

#### SOLUTION

Partner with local lifestyle influencers to broaden Cobalt's reach while generating dynamic traction across their Instagram and website.

#### INFLUENCER RESULTS

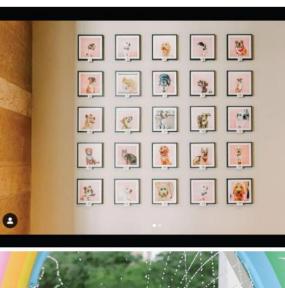














thekatydallas · Follow The Katy



thekatydallas WE LOVE SEEING ALL OF THESE BEAUTIFUL PETSI ♥

...

Details for our Pet of the Month.. Prize 👉 👉 👉 Winner will have a spotlight in our social media and will be receiving 3 months of free Pet Rent!

Voting starts today and continues till Friday, October 2nd!

QQA

257 likes SEPTEMBER 24, 2020

Add a comment...



thekatydallas • Follow The Katy

thekatydallas Congratulations to @winstonwants, our Pet of the Month winnerl

Winston is a 1 year old Blue Italian Greyhound! Not only is he a part of the amazing Katy community, he is also a fashion icon himself with outfits ranging from gold chains and shades, to turtle necks and cozy pijamas. Click on his @ name and you'll see what we're talking about.

Thank you to everyone who voted and was a part of this super fun contest. We can't wait for the next one!

52w 0 7 69 likes OCTOBER 2, 2020

Add a comment...

#### Page Stats

- 636 Posts
- 4,402 Followers
- 312 Following

#### Post Performance

- 2,328 Impressions
- 248 Likes
- 960 Comments
- 502 Shares
- 1 Save
- 17 Website visits
- 7 Follows
- 288 Profile visits



### Pets are Influencers too!

# Top Takeaways

# 

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