

Using Al To Innovate Your Webinar and Event Strategy

Tessa Barron

September 19, 2024

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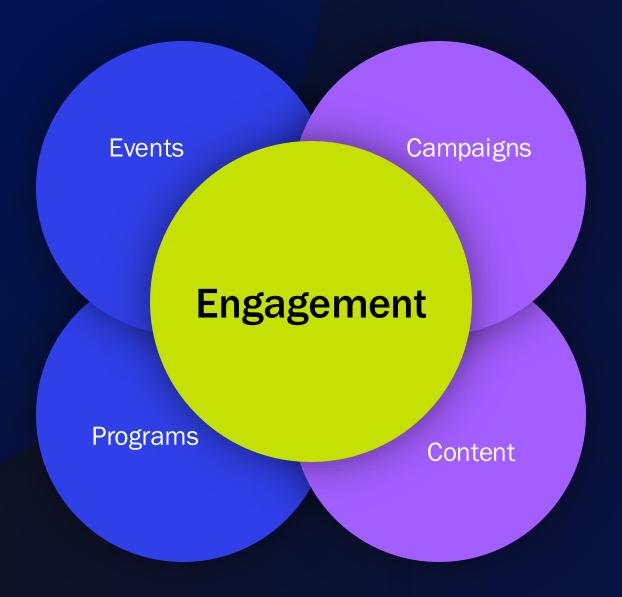
SVP of Marketing ON24



Introduction

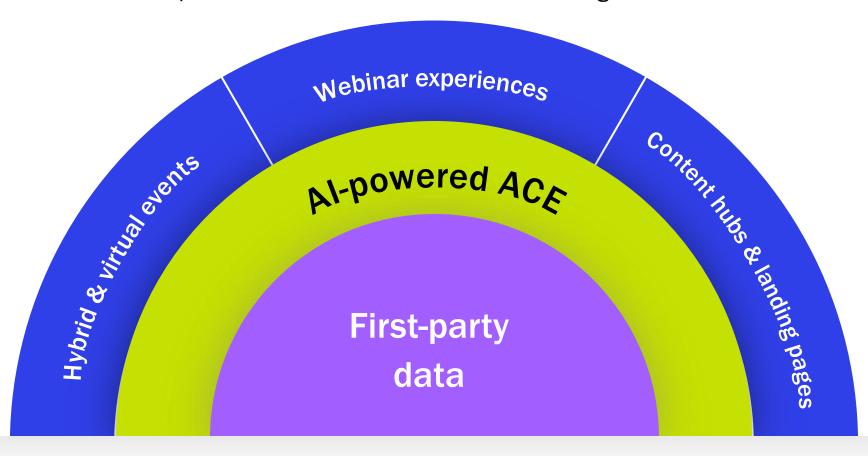


ON24 vision: Engagement as a strategy



ON24 Intelligent Engagement Platform

Intelligently combine best-in-class experiences, personalization and content, to capture and act on connected data and insights at scale



Third-Party Integrations



Engagement strategy blueprint

From To Metrics aligned to **Business** goal Attendance business unit goal Data generation Names Actionable insights Audience targeting None One-to-one at contact level & personalization **Event format** Live only Personalized journey Content delivery Campaign Download



Today's opportunity



Audience behavior has changed...



20%

Increase in **overall engagement** per attendee since 2021

Attendee engagement is intensifying



Prospects and customers demonstrating higher buying intent



Increase in CTA engagement per webinar attendee



Increase in demo requests per webinar attendee



Increase in price quote requests per content hub visitor





21%

Increase in digital certificates issued per attendee YoY

Business professionals seeking more education



2X

Increase in **conversion rates** with personalized experiences

Personalization is increasing conversion rates overall

Audience behavior has changed...

has your engagement?

15 signs your engagement is stuck in the past

- Content delivery

Static, without any means to interact

Siloed and always starts from scratch

Limited to **one-time-use** per channel

Event format

One-time option to attend live

Death by PowerPoint

No on-demand or content repurposing

Audience targeting & personalization

One-size-fits-all experience

Lack of networking or conversation

No opportunity to progress buying journey

Data generation

Names on a **spreadsheet**

No integration in place

No follow-up plan

Business goal

No documented goal or forecasted result

No established benchmarks to track progress

Impact measured by **execution**



This is an engagementquaduteblem. problem!

Change how you engage

From tactical to strategic

- Content delivery
- Event format
- Audience targeting& personalization
- Data generation
- **Business goal**

- **Business goal**
 - O Data generation
- Audience targeting & personalization
- Event format
- Content delivery

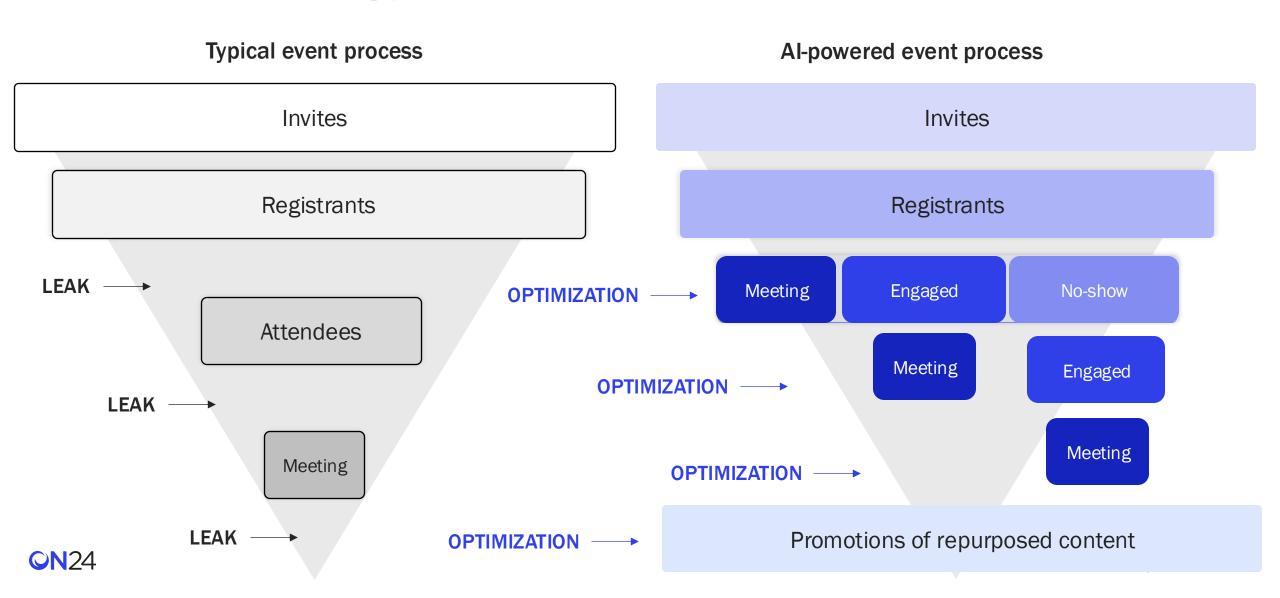


From tactical to strategic

From To **Business** goal Pipeline & revenue Attendance Data generation Names Actionable insights Audience targeting None One-to-one at contact level & personalization **Event format** Live only Personalized journey Content delivery Campaign Download



From strategy to execution



Discuss: Where do you have a leak in your webinar funnel?

5 ways to change how you engage



What's trending in cybersecurity today?





Presented by:



Get your cloud journey started

Book a meeting with your dedicated CloudTek expert to learn how you can transform your business.

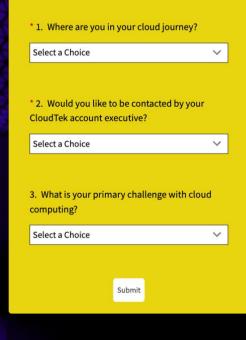
Get Started



hi everyone, thanks for joining... curious who is currently changing their cyber strategy?

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Send a message



Presentation Slides from Today's Webinar

Case Study: The Digital Transformation of

☐ Video: 5 Steps to Migrate to the Cloud

Metropolis

















Get your cloud journey started

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Get Started

Book meeting CTA

How confident are you in your current









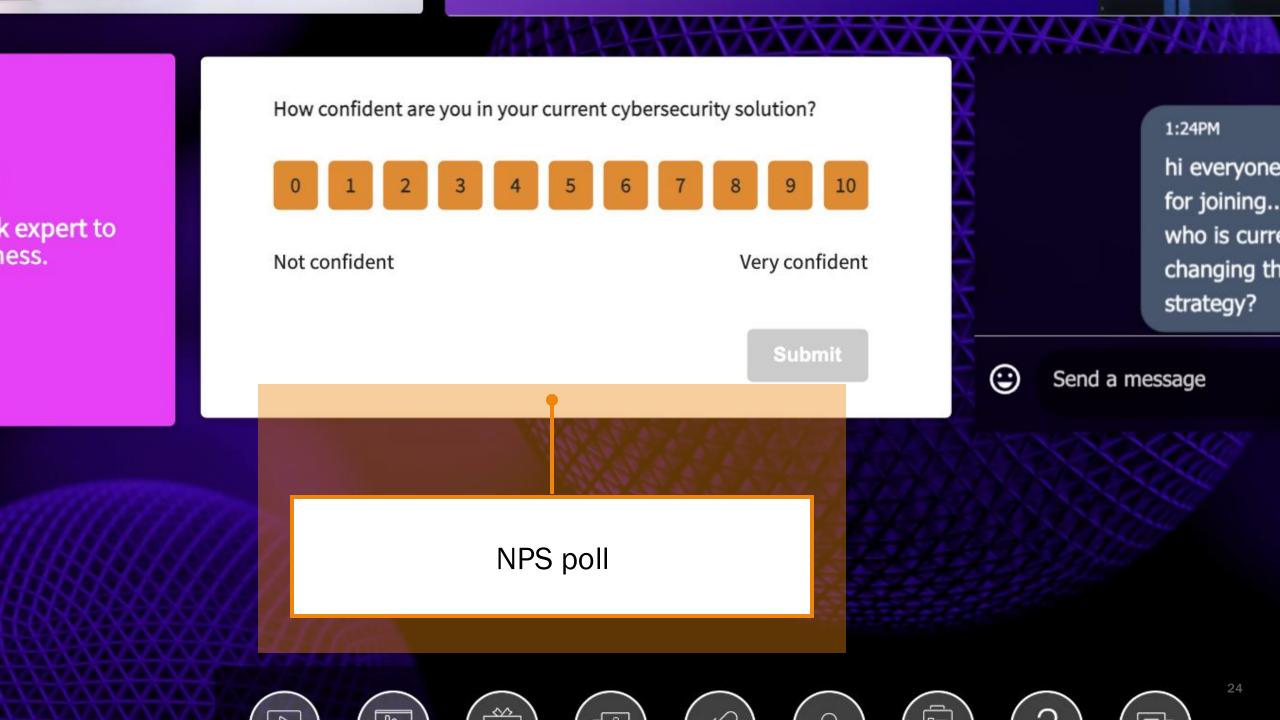
Not confident

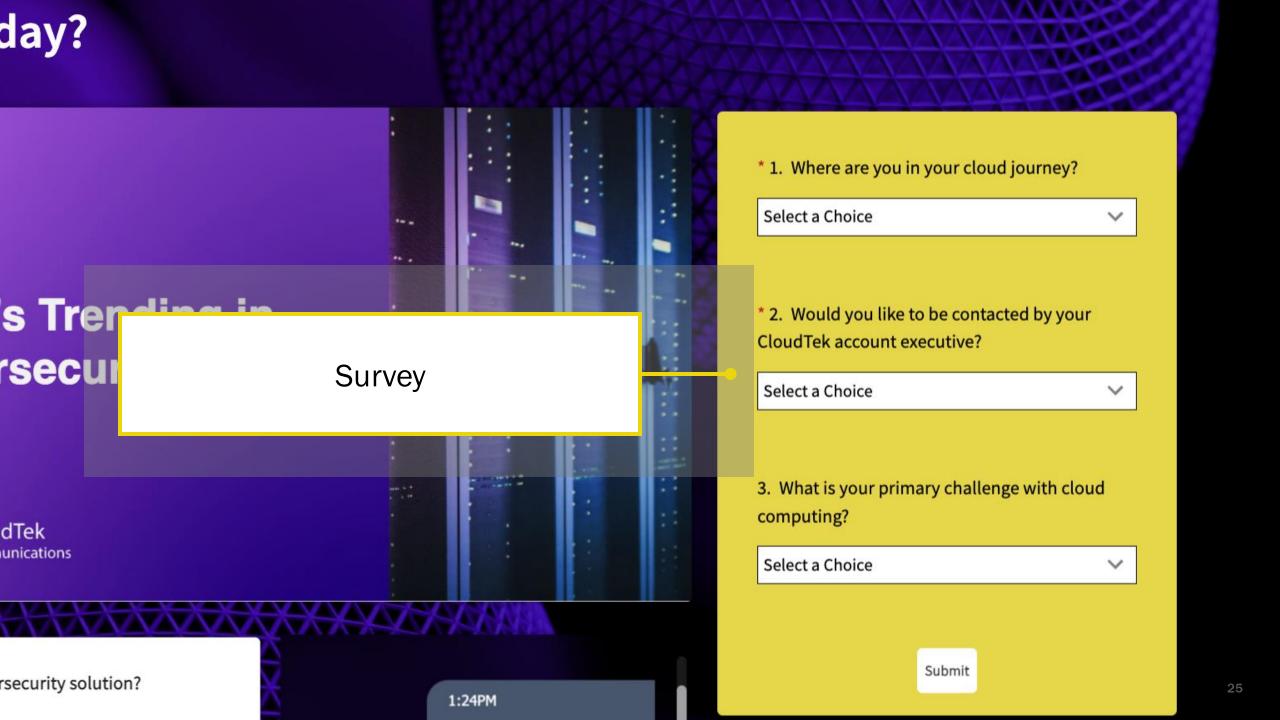












everyone, thanks
joining... curious
is currently
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Presentation Slides from Today's Webinar

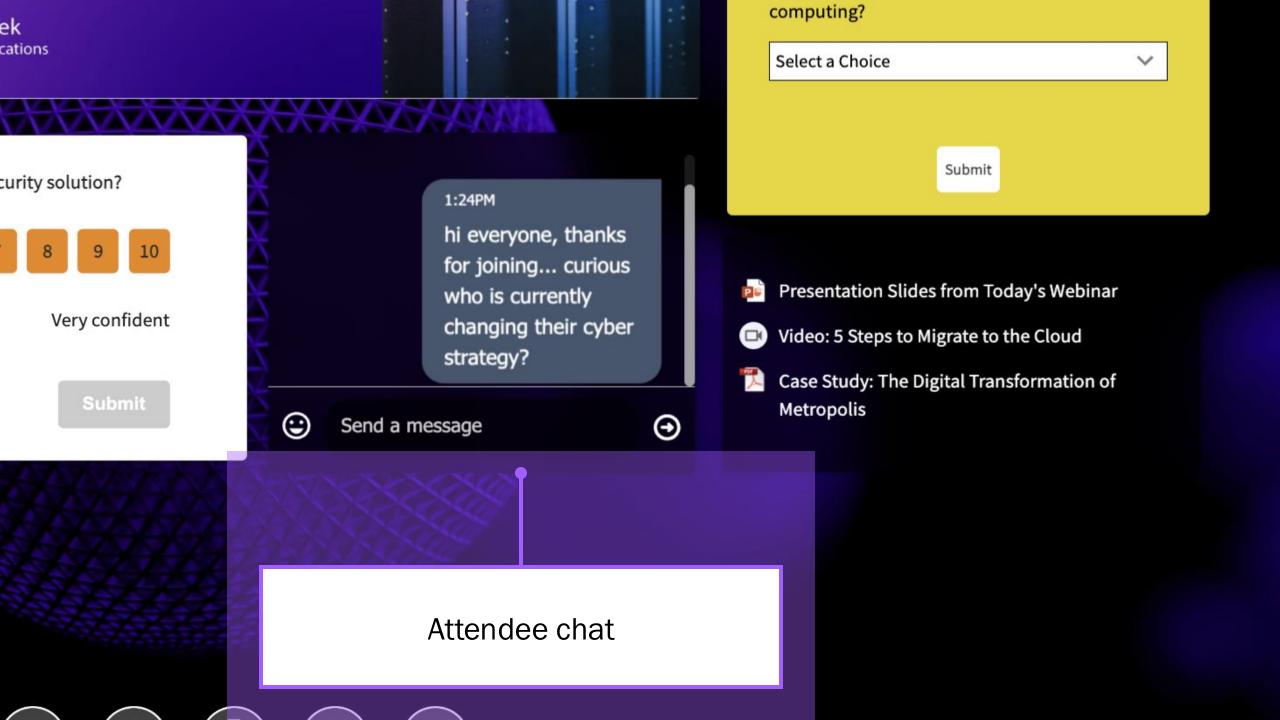


Video: 5 Steps to Migrate to the Cloud



Case Study: The Digital Transformation of Metropolis

Related content



lay?



What's Trending in Cybersecurity Today?

Presented by:



CloudTek

How confident are you in your current cybersecurity solution?

Get your cloud journey started

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for

Business goal

Business goal

Volume problem?

Increase

?

Registration

Attendance

Engagement

Marketing qualified leads (MQL)

Sales meetings

Conversion problem?

Improve _____

?

Registration to attendance

Attendance to engagement

Engagement to MQL

MQL to sales meeting

Sales meeting to pipeline





Business goal: volume & conversion

200

Registrants

112

Attendees

6

Sales meetings

5

Pipeline



56%

Registrant-to-attendee conversion

5%

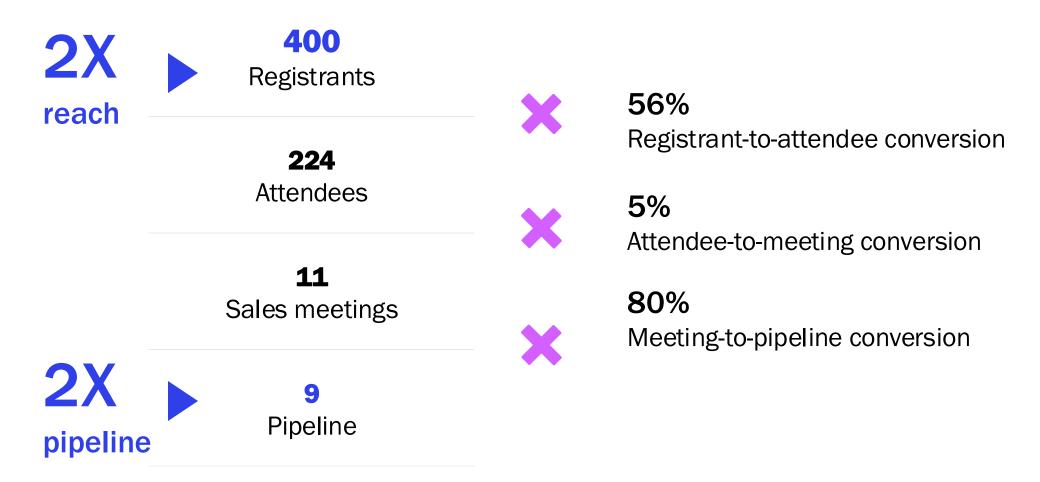
Attendee-to-meeting conversion

80%

Meeting-to-pipeline conversion

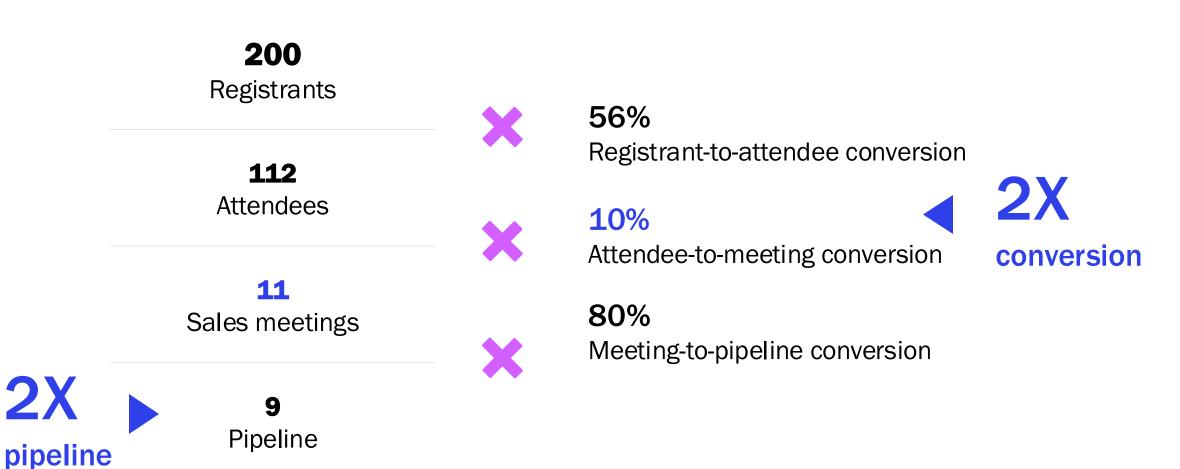


Business goal: increase volume





Business goal: improve conversion





Business goal



2x sales meetings with 10% conversion to "Book meeting" CTA

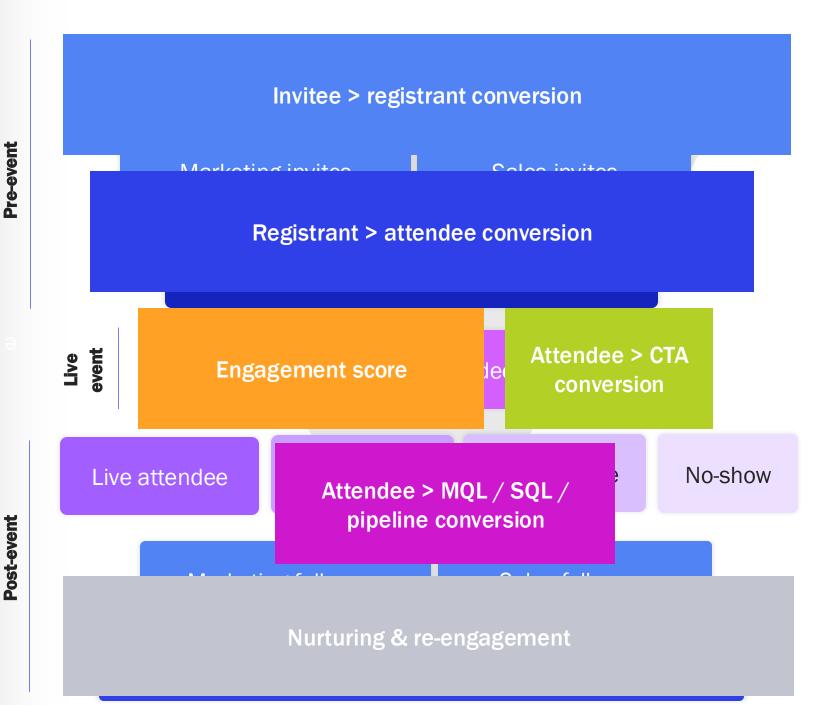
- Data generation
- Audience targeting & personalization
- **Event format**
- *-*♥ Content delivery





Exercise:Marketing math

Metrics that matter



Metrics that matter

Invitee > registrant conversion

Effectiveness of your targeting, promotions & registration source

Registrant > attendee conversion

Effectiveness of registration source, operations & on-demand

Engagement score

Effectiveness of your content, console & presenter

Attendee > CTA conversion

Effectiveness of your content, console & production

Attendee > MQL, SQL, pipeline conversion

Effectiveness of your engagement & follow-up



Calculating conversions

10,000

Invitees

2,000

Registrants

1,120

Attendees

112

CTA hand-raisers

90 Pipeline ×

×

20%

Invitees > Registrants

56%

Registrants > Attendees

10%

Attendees > CTA hand-raisers

80%

CTA hand-raisers > Pipeline





Webinar Scorecard

Webinar	Reg	CVR	Attendance	MQL	CVR
24					© 2024 ON24, Inc. Confiden

Benchmark reporting template

	Global average	<company> average</company>	<team> average</team>	<webinar program=""> average</webinar>	<webinar tag=""> average</webinar>	<your webinar></your
Total Reg > Attendee Conversion	56%					
Audience Comp: Live	59%					
Audience Comp: OD	44%					
Average Length of Attendance	52 mins					
Average Number of Attendees	202					
Attendee > engaged conversion rate						
Attendee > CTA conversion rate	3%					

Benchmark reporting example

	Global 2023	Q1 24 All Company	Q1 24 NA Marketing	Q1 24 MBPS series	Q1 24 Elite product tag	Webinar
Total Reg > Attendee Conversion	56%	46%	38%	42%	43%	
Average Length of Attendance	52 mins	60 mins	40 mins	46 mins	28 mins	
Average Number of Attendees	202	64	242	265	76	
Handraiser CTA conversion rate	3%	2%	4%	4%	10%	
Audience Comp: Live	59%	65%	72%	71%	64%	
Audience Comp: OD	44%	40%	33%	35%	42%	



Data generation

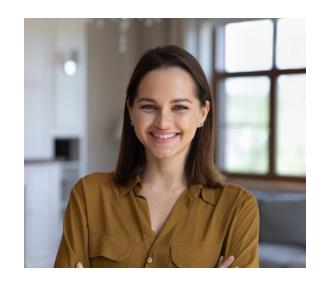
Data generation



✓ Name & Email



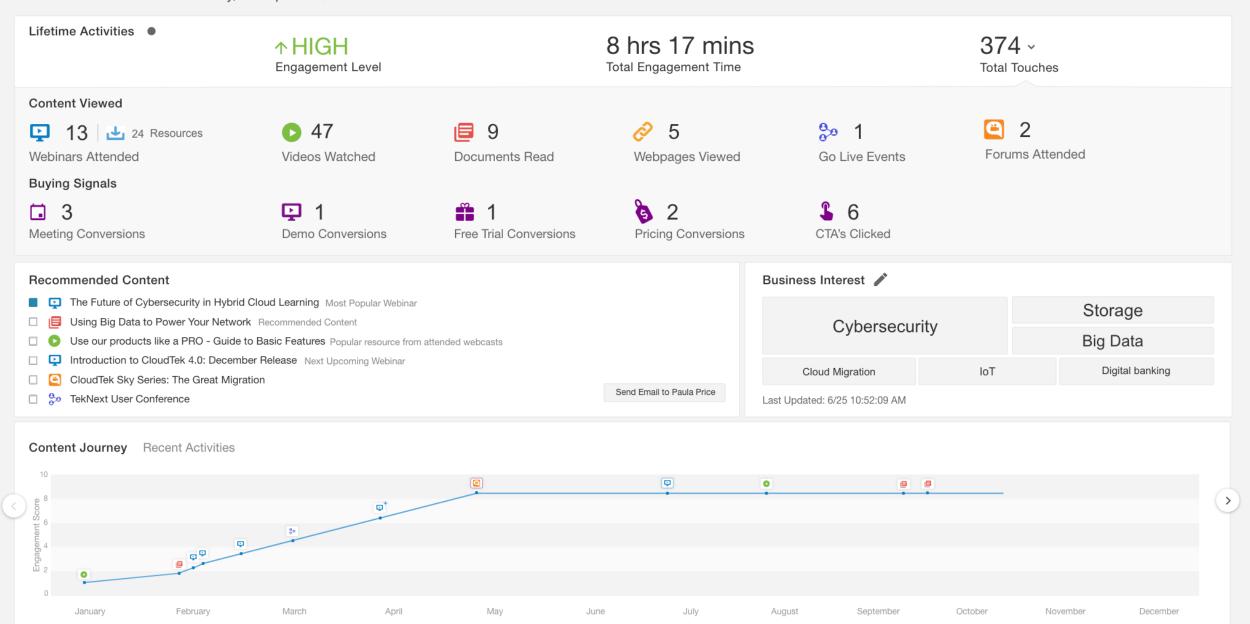
- Industry
- ✓ Role
- Interest



- Role in buying decision
- Challenges & needs
- ✓ Product direction
- Decision stage
- **Content interest**
- Buying Intent





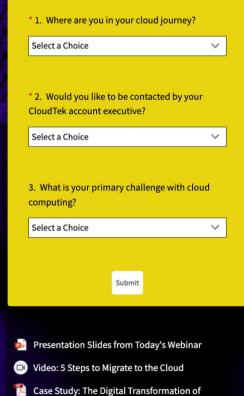




What's trending in cybersecurity today?







Metropolis

Get your cloud journey started

Book a meeting with your dedicated CloudTek expert to learn how you can transform your business.

Get Started





















Ready to engage

Ready for a solution

Ready to buy

Ready to switch

Ready to talk

Ready to learn



















Engagement	Datapoint	Insights	Marketing actions	> Sales actions
Call-to-action	Book meeting	Ready to buy	ABM campaign	Personalized outreach
NPS Poll	Score of 7 or less	Ready to switch	Competitive campaign	Competitive outreach
Survey	Currently evaluating	Ready for a solution	Solution nurture	Solution outreach
Related Content	2+ consumed	Ready to learn	Use case nurture	Use case outreach
Attendee Chat	Question asked	Ready to talk	Warm marketing nurture	General sales follow-up
Attended	90% duration	Ready to engage	Warm marketing nurture	General sales follow-up



Data generation



2x sales meetings with 10% conversion to "Book meeting" CTA

Data generation

Prioritize leads that convert to meeting, less than 7 NPS score, survey response

Audience targeting & personalization

Event format

-♥ Content delivery





Discuss: What is one insight you could uncover to help sales?



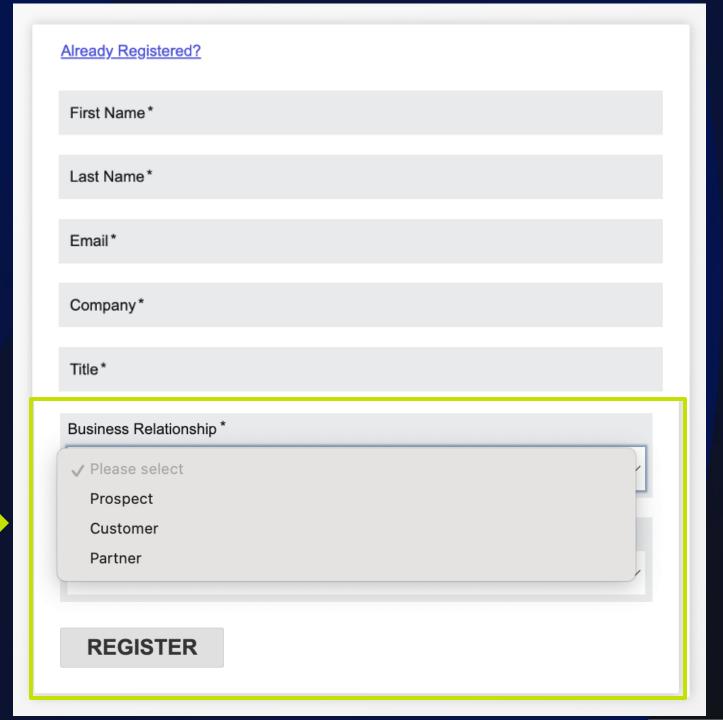
Exercise: Build a survey

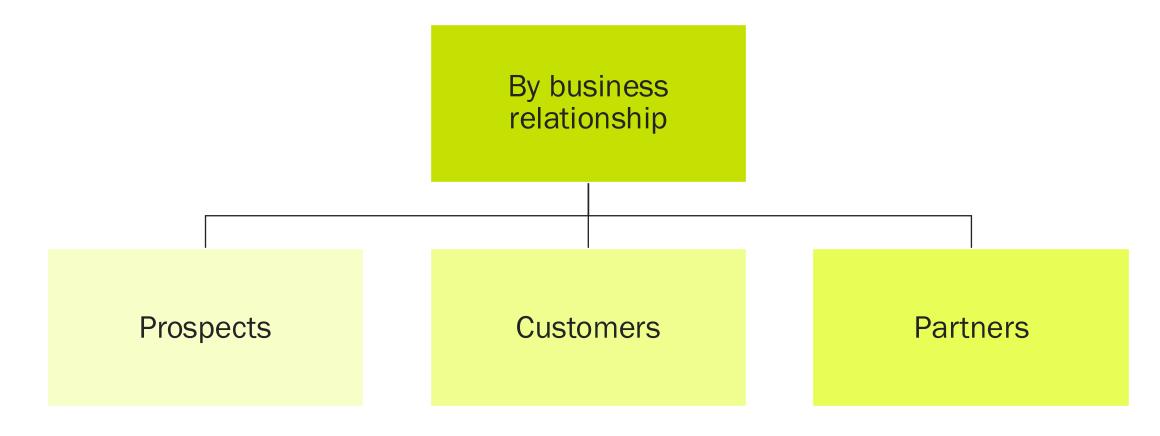
Exercise: Build a survey

Insight	Question	Trigger Answer	
To determine meeting readiness	Do you want a [company name] expert to get in touch with you? Yes, no		
To determine pain points	Where do you need the most help improving your [category] strategy?	Pain point A, B, C	
To determine product interest Which solution are you interested in learning more about?		Solution A, B, C	
To determine maturity	How advanced is your company's [category] strategy?	Advanced, emerging, basic	
To determine need	How often/many does your company use/do [category / solution]?	Weekly, monthly, daily	
To determine business alignment	How important is your [category] initiative to your overall business results?	Critical, not critical	













Marketing Sales **Datapoint Insights Audience Engagement** actions actions Personalized Personalized Book Ready for a Account **Prospects** Call-to-action meeting meeting retargeting sales follow-up Personalized Join Engaged Welcome **Customers** None Call-to-action community customer nurture Personalized Register for Welcome Partner Engaged **Partners** Call-to-action portal partner nurture outreach

Get your cloud journey started

Book a meeting with your dedicated CloudTek expert to learn how you can transform your business.

Get Started

Book meeting CTA

How confident are you in your current









Not confident











Prospect:Book meeting CTA

Get your cloud journey started

Book a meeting with your dedicated CloudTek expert to learn how you can transform your business.

Get Started

Customer
Join community CTA

Join the CloudTek Community

Connect with your fellow CloudTek customers and get tips to advance your success.

Join Now

PartnerRegister now CTA

Become a certified partner

Register for the CloudTek Connect Partner program and get your certification started today.

Register Now





Segment type	By business relationship	By funnel stage	By contact title	By account vertical	By region
Segment 1	Customer	Awareness	CXO	Financial Services	NA
Segment 2	Prospect	Consideration	VP/Director	Professional Services	EMEA
Segment 3	Partner	Selection	Manager	Life Sciences	APAC
Fallback	Prospect	None	Other	Other	Other





2x sales meetings with 10% conversion to "Book meeting" CTA

Data generation

Prioritize leads that convert to meeting, less than 7 NPS score, survey response

Audience targeting & personalization

Personalize CTAs for customers, prospects and partners

Event format

Content delivery



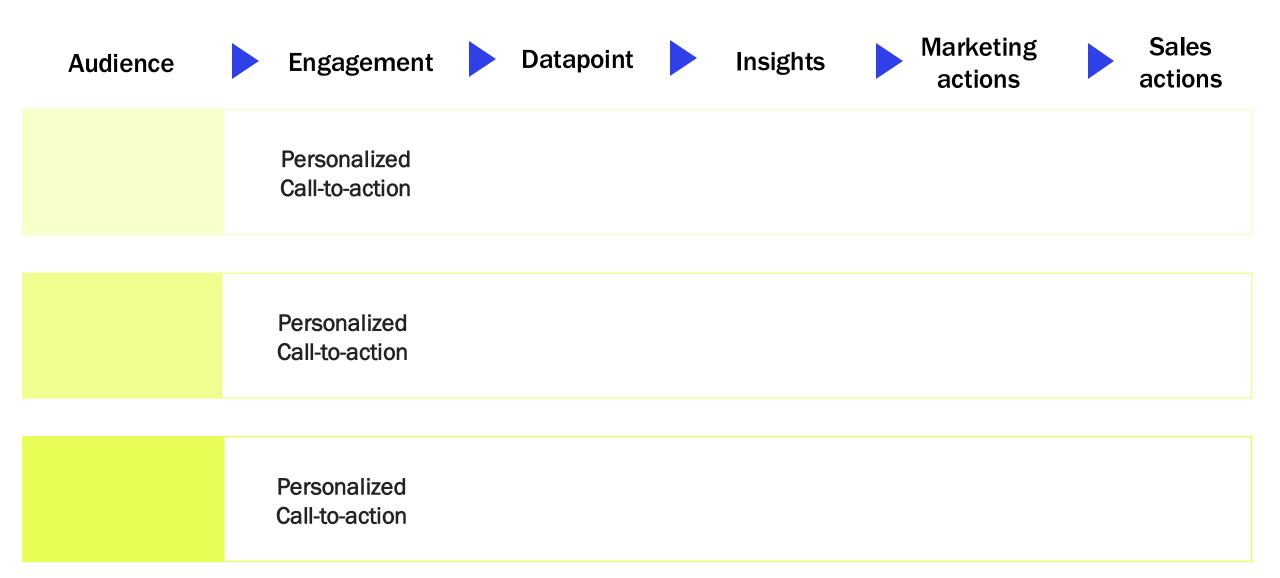


Discuss: How would you segment your webinar audience?



Exercise:Segmentation strategy

Exercise: Segmentation strategy



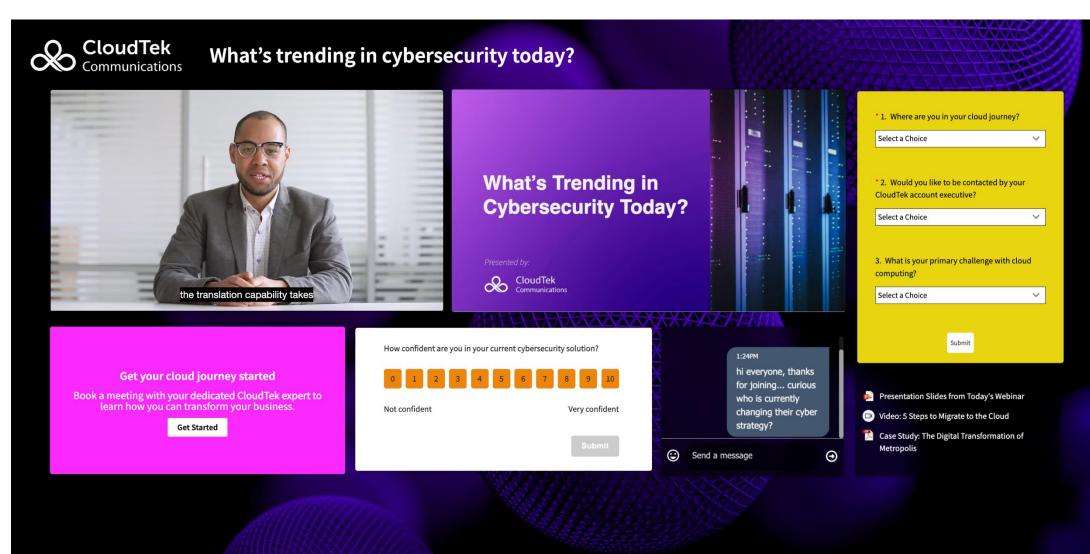
Event format



Simulive

webinar

Event format: Thought leadership series















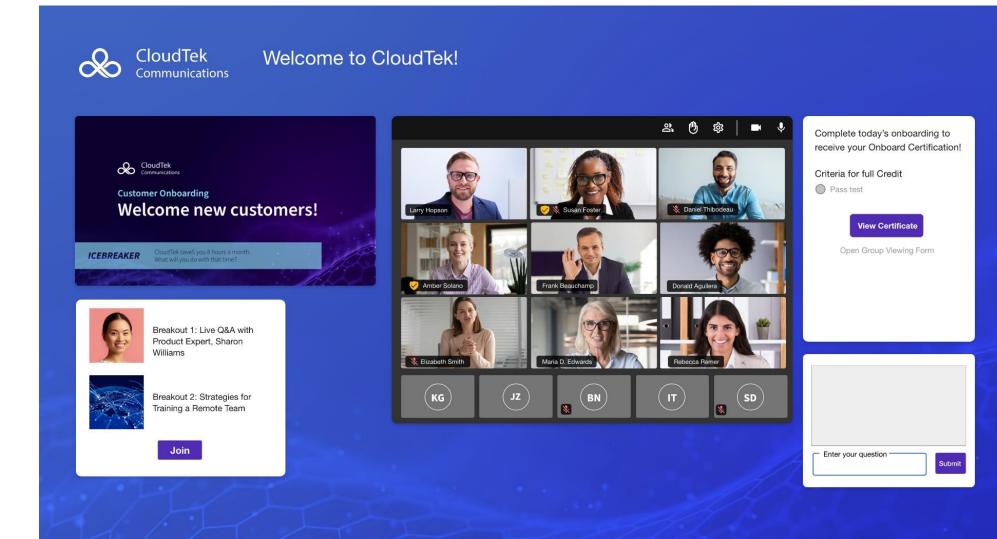






Event format: Training & certification

Forum



























Event format: Product education



Categories

On-demand content hub



CloudTek for Financial Services



Register for TekNEXT!

☐ VIRTUAL EVENT

Join us for our annual user conference, TekNEXT! Here you will join your peers for two jam-packed days of learning, networking and hacking, and you will even get a sneak peak of the exciting product releases coming your way soon. Check out the agenda, speaker lineup and register today!

2



Cloud Data for Financial Services

■ DOCUMENT

Learn about the data points that you can safely and securely capture with CloudTek.





Anchor National Bank + CloudTek

WEBCAST



Join this spotlight session and learn how Anchor National increased transaction speeds by 300% with CloudTek.



View M

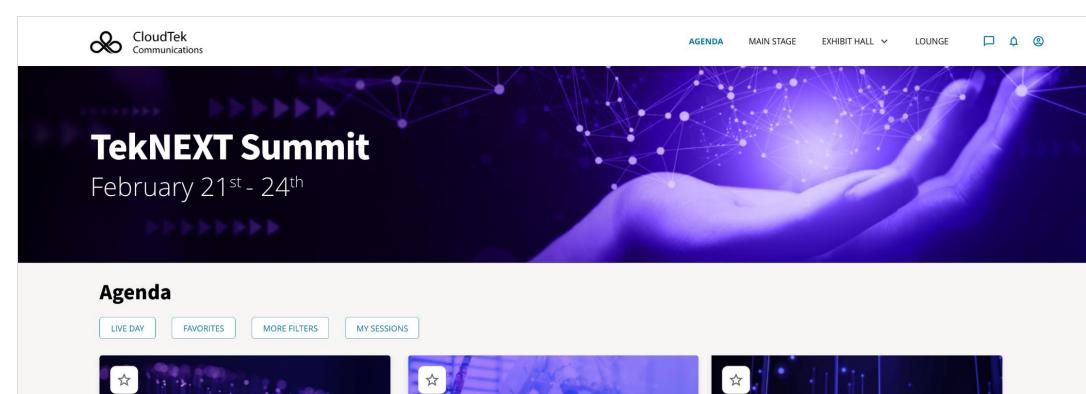


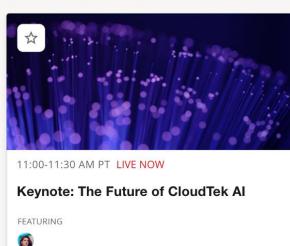


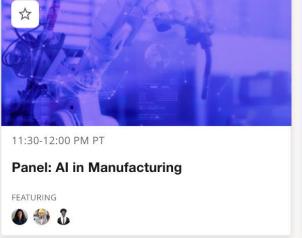
Virtual

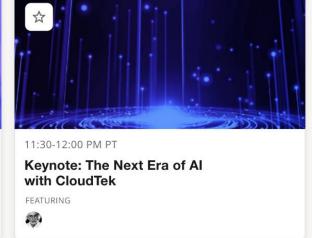
event

Event format: Annual conference















2x sales meetings with 10% conversion to "Book meeting" CTA

Data generation

Prioritize leads that convert to meeting, less than 7 NPS score, survey response

Audience targeting & personalization

Personalize CTAs for customers, prospects and partners

Event format

Create thought leadership webinar series as simulive event

-♥ Content delivery





Discuss: What is a new event format to try in 2025?



Content delivery

lay?



What's Trending in Cybersecurity Today?

Presented by:



How confident are you in your current cybersecurity solution?

Get your cloud journey started

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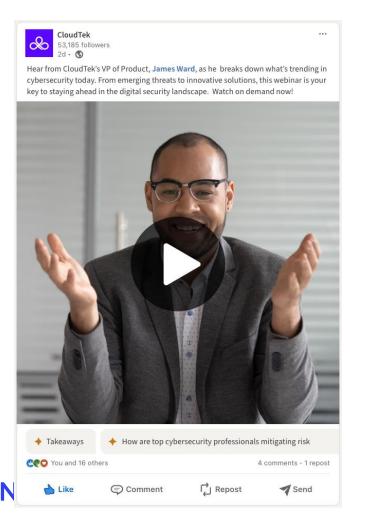
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Content delivery: Pre-event

Social promotional video

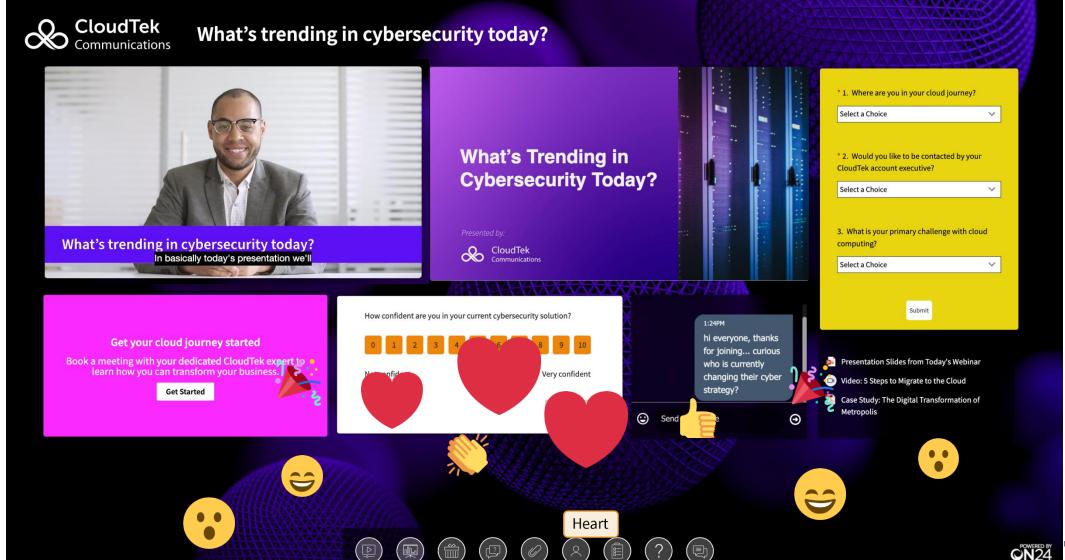


Registration page trailer video



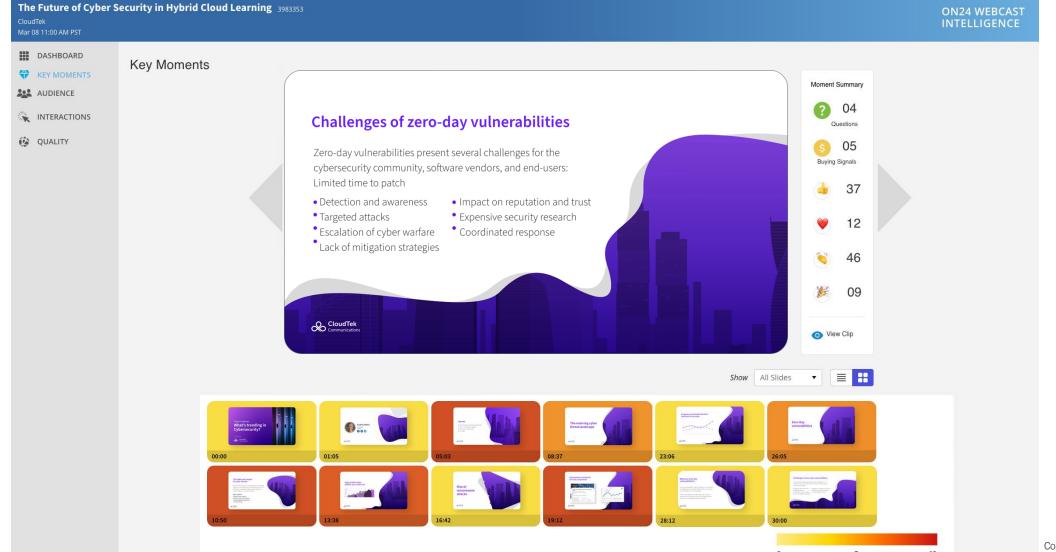


Content delivery: Live event

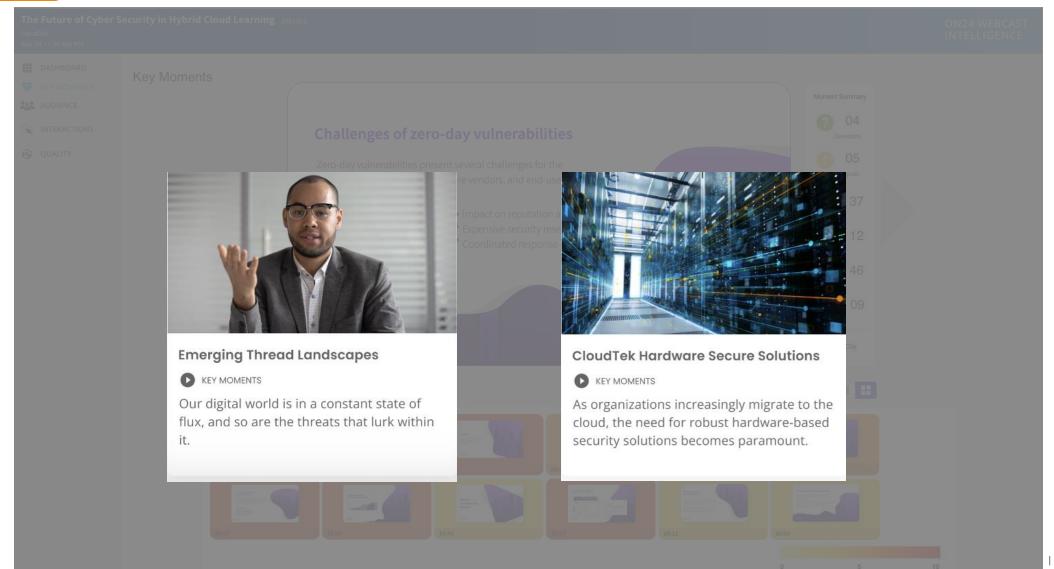








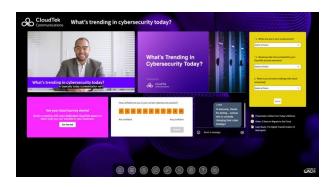




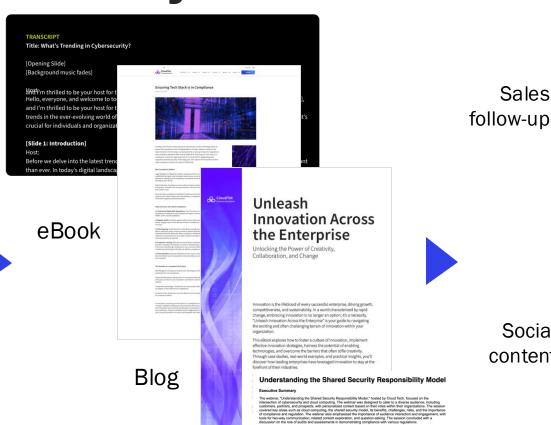




Transcript



Thought leadership webinar



Takeaways

Key Quote

Model's Benefits and Challenges: The shared Security Responsibility Model offers benefits such as clarity of responsibilities, improved security, and cost efficiency. However, it also comes with challenges such as misalignm expectations, accountability issues, and skill and resource gaps.

4. All for Cybersecurity: The webinar also highlighted the importance of leveraging All for cybersecurity and the need to organizations to prioritize cybersecurity by improving technology, developing a strategy, and heightening internal awareness.

"The shared responsibility model offers three key benefits for cloud service providers and their customers. The first is clarity of responsibilities. The model clearly defines each party security responsibilities, reducing ambiguity and helping all parties understand their collegistions. The second benefit is improved security. Defining each party's responsibilities helps ensure that all aspects of security are covered, milimizing patherial security gau. The third and finish benefit is cost different security are covered, milimizing patherial security gau. The third and finish benefit is cost different security are covered, milimizing patherial security gau.

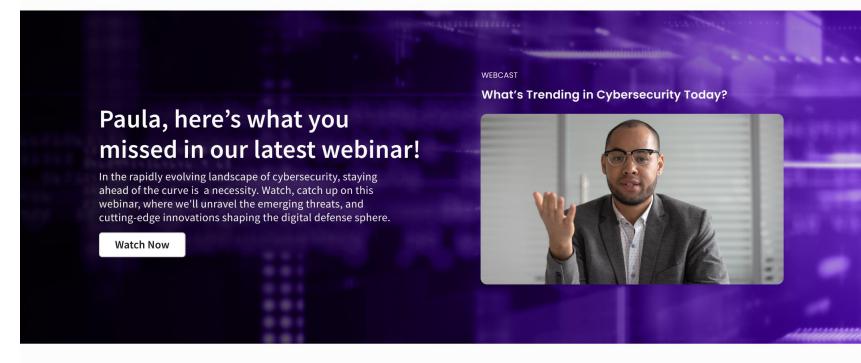
Social content



CloudTek

53,185 followers How secure are your security measures? Join CloudTek VP of Product, James Ward, as he breaks down the necessary cybersecurity measures needed to combat today's reality. Register now for "What's Trending in Cybersecurity?" "In today's digital world, cyber attacks are not just a possibility they're a certainty." James Ward, VP of Product What are the recent developments in cyber attacks? COO Shairy Pabon and 17 others 1 comment · 3 reposts Repost Like Comment Comment Send





Top Key Moments



Emerging Thread Landscapes

▶ KEY MOMENTS COLLECTION

Our digital world is in a constant state of flux, and so are the threats that lurk within



CloudTek Hardware Secure Solutions

▶ KEY MOMENTS COLLECTION

As organizations increasingly migrate to the cloud, the need for robust hardware-based security solutions becomes paramount.



IoT Security Strategies

▶ KEY MOMENTS COLLECTION

Internet of Things connectivity comes with a host of security challenges. Let's explore strategies to secure the ecosystem.





Content delivery

ท์ Business goal

2x sales meetings with 10% conversion to "Book meeting" CTA

Data generation

Prioritize leads that convert to meeting, less than 7 NPS score, survey response

Audience targeting & personalization

Personalize CTAs for customers, prospects and partners

Event format

Create thought leadership webinar series as simulive event

-♥ Content delivery

Develop pre, live and post webinar content with dedicated marketing and sales nurtures to fuel integrated campaign





Discuss: How can you repurpose your webinar content?



Exercise: Content repurposing

4 Rs of content repurposing

	Goal	Content	Example
Reuse	Get more results from same channel	Promote original content again	Host on-demand webinar on your website
Reformat	Extend reach of original content to new channels	Turn original content into a different format	Turn webinar into an ebook
Remake	Fuel net-new campaigns	Take parts of the original content to make something new	Take parts of webinar to create short videos
Refine	Optimize future campaigns	Analyze engagement to decide what to make next	Use webinar poll to write a net- new blog based on audience feedback

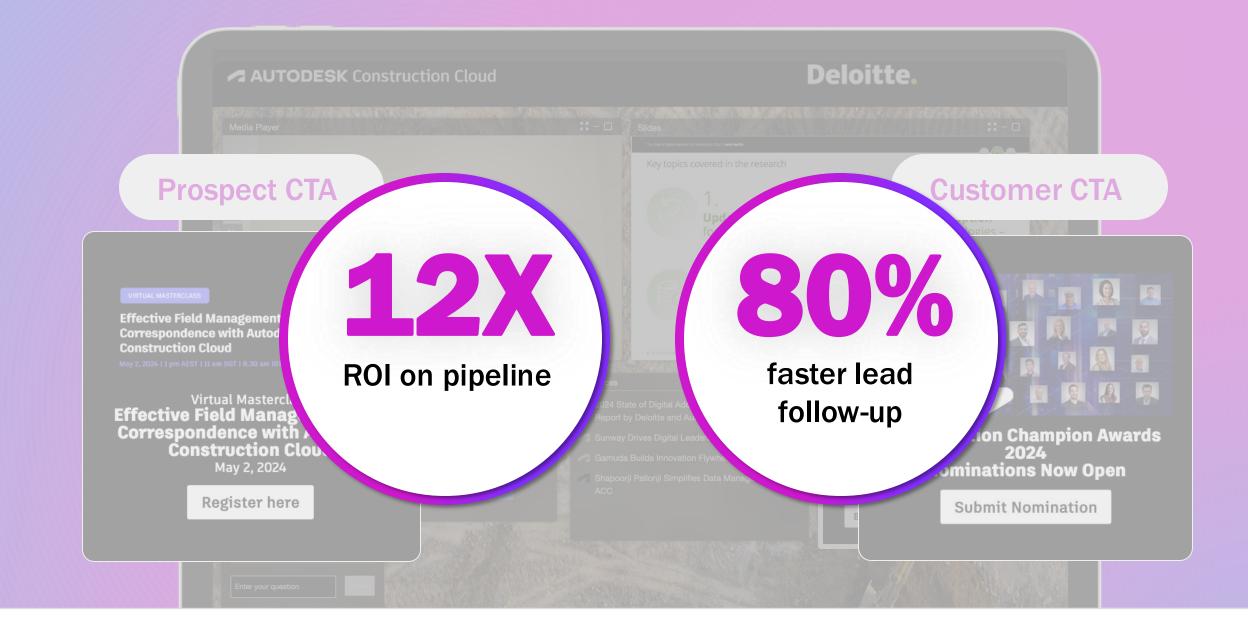
4 Rs of content repurposing: Planning framework

	Audience 1	Audience 2	Audience 3
Reuse			
Reformat			
Remake			
Refine			

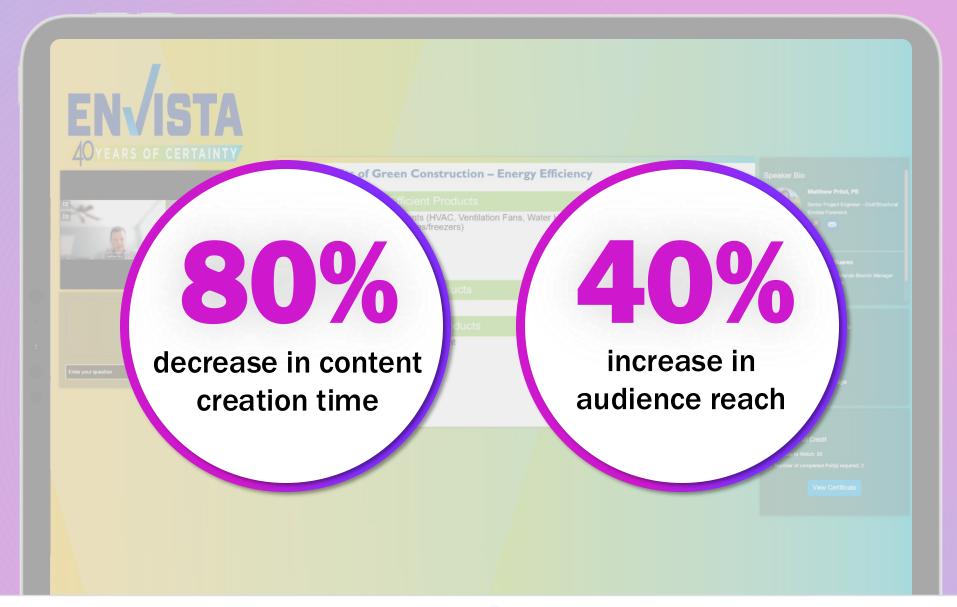
Example content repurposing plan for 1 webinar

	Prospects	Customers	Partners
Reuse	Rerun session as simulive [Elite]	Rerun session as simulive [Elite]	Publish session on-demand in partner portal [Engagement Hub]
Reformat	Turn presentation into a blog post [Al-generated content]	Turn presentation into a Knowledge Center article [Al-generated content]	Summarize session in partner newsletter [Al-generated content]
Remake	Create a sales ABM campaign with soundbites from customers per vertical [Nurture page]	Create an expansion ABM campaign with soundbites from customers using cross-sell product [Nurture page]	Enable parners to share ABM campaign with soundbites from customers per vertical [Nurture page]
Refine	Publish survey data as a blog post	Use survey data to determine future webinar topics	Use survey data to educate partners on industry trends in future webinar

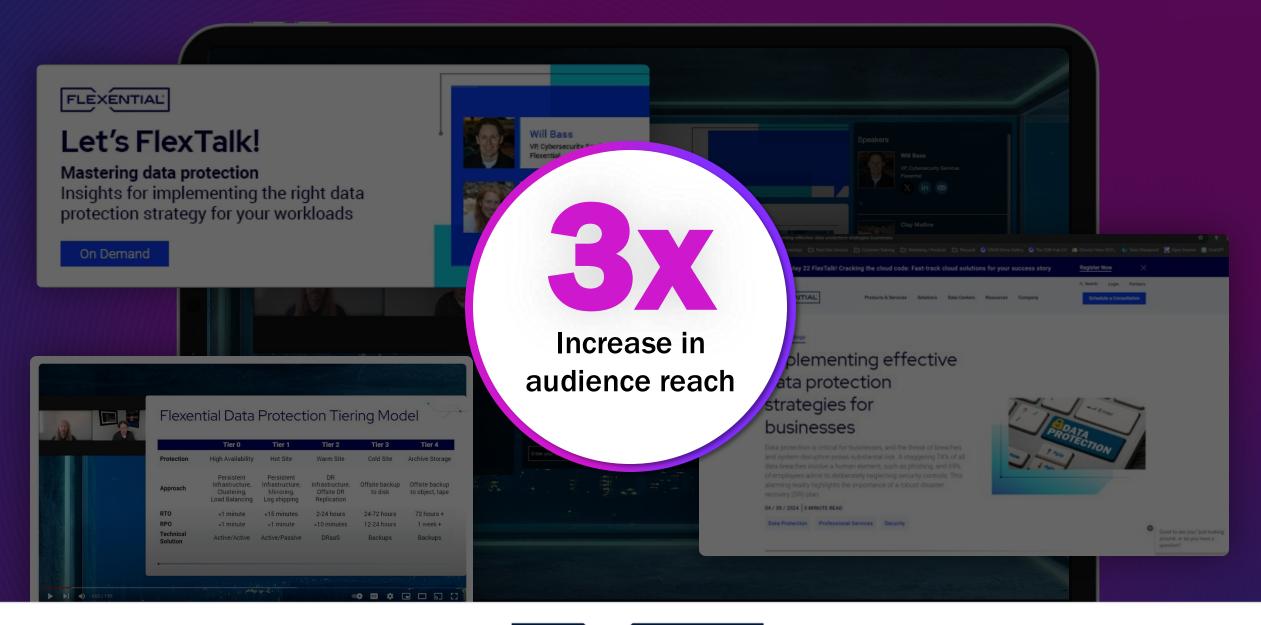
Get ready to change how you engage!



AUTODESK









ON24 Thank you!