

EVERYTHING YOU WERE
TOO AFRAID TO ASK ABOUT

MOBILE OPTIMIZATION



CONTENTSSQUARE



04	INTRODUCTION
06	MOBILE MYTHS
07	MOBILE CONVERSION : RIP?
13	DESIGNING FOR MOBILE
15	BUILDING A MOBILE FIRST METHODOLOGY
19	KEY TAKEAWAYS

SECTION 1

INTRODUCTION

ODDS ARE, IF YOU ATTENDED ANY MARKETING TALK, SEMINAR, OR WEBINAR IN 2018, THE WORD “MOBILE” WAS MENTIONED AT LEAST ONCE.

You’ve probably heard stats like these:

In the last 10 years, mobile penetration has more than doubled worldwide from 32% to 56%.[1]

By 2021, mobile eCommerce sales are expected to account for 54% of total eCommerce sales.[2]

And yet...

MOBILE CONVERSION RATES REMAIN AT 2%[3]

67% is the global penetration rate for mobile in 2018 | While conference speakers love to talk about the challenges and pitfalls that “mobile” presents, few give practical, actionable advice, based on real data, that marketers can use to improve their mobile experience.

[1] <https://www.zenithmedia.com/mobile-forecasts-75-internet-use-will-mobile-2017/>

[2] <https://retail.emarketer.com/article/global-e-commerce-topped-23-trillion-2017-emarketer-estimates/5a6f89f5ebd40008bc791221?ECID=SOC1001>

[3] <https://www.smartinsights.com/ecommerce/ecommerce-analytics/ecommerce-conversion-rates/>

Methodology : Using Contentsquare's UX Analytics Platform, we analyzed:



17 Million
user sessions



13 websites



4 countries

In this report, we'll review the findings, reveal practical tips to improve your mobile experience, and discuss how a mobile-first approach can move you to a heavyweight in the mobile eCommerce game.

SECTION 2

MOBILE MYTHS

1. MOBILE USERS HAVE LESS TIME

Mobile users don't just use their phone on the go. They also use it lying on the sofa, eating their breakfast, or in between meetings. Treating mobile users as a single entity can lead to an oversimplified design that doesn't give users what they need, when they need it.

2. MOBILE USERS WANT LESS COMPLEXITY

Contentsquare data shows that mobile purchasers spend an average of 21 minutes on site, and view 26 pages. The goal is not to remove your content, just to simplify your experience.

40% 3. MOBILE USERS WON'T CONVERT

of people say they prefer to complete their entire shopping journey on mobile

A survey of over 1,800 smartphone users found that over 40% of people say they prefer to complete their entire shopping journey on mobile.[4]

[4] <https://www.thinkwithgoogle.com/marketing-resources/experience-design/mobile-shopping-ecosystem/>

SECTION 3

MOBILE CONVERSION : RIP?

IT SEEMS NOT !

Contentsquare data suggests consumers were more than willing to shop on their smartphones, but the quality of their experience often caused them to exit.

NON-BUYERS



Session time :	3 min	6 min
Pages per session :	5 pages	6 pages

BUYERS



Session time :	21 min	24 min
Pages per session :	26 pages	28 pages

While desktop and mobile consumers exhibit similar user behavior when their journey ends in a purchase, non-buyers abandon their journey much quicker on mobile than desktop. As seen in the data above, non-purchasing sessions on mobile last half the time of those on desktop.

CAPTURE AND RETAIN USERS EARLY

47%

of consumers ranked
"a faster or easier
browsing experience" on
mobile as a top priority

The chance to meet these demands starts at the top of the user journey. In a Qubit survey, 47% of consumers ranked "a faster or easier browsing experience" as a top priority that would encourage them to make a purchase on their smartphone. 44% said "finding exactly what I want more easily", a clear indicator that a browsing experience can pack a punch.[5]

START A USER OFF ON THE RIGHT PAGE WITH THE RIGHT CONTENT IF YOU WANT TO ENCOURAGE CONVERSION.

Users who start their journey on a product page spend less time on a site than those who enter through a non-product page – 3 minutes versus 8 minutes – and only 1 in 2 users persevere in their journey after landing on a product.

62%

less time is spent on
a site by users who
start their journey
on a product page
compared to those
who enter through a
non-product page

The best landing page often depends on traffic source. For emails, typically users click through to see a particular product or offer that catches their interest. For search, they'd rather land on a category page so they can browse more efficiently.

Let's compare how email traffic might look landing on a product page versus a non-product page.

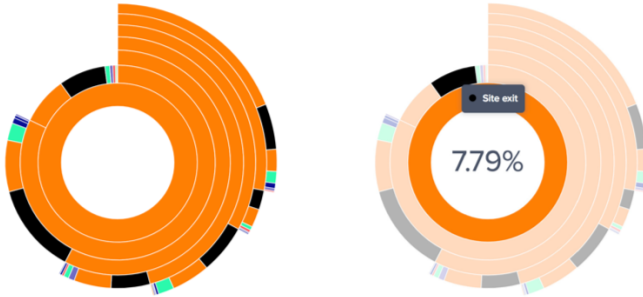
[5] Qubit. *The Growing Influence of Mobile Discovery on eCommerce Revenue* (L'influence croissante de la découverte mobile sur les revenus de l'e-commerce), 2018.

EXAMPLE : EMAIL TRAFFIC

Contentsquare's journey analysis shows visitors that come from a mobile email and land on a product page are far more likely to continue browsing (only 8% exit).

8%

bounce rate on visitors who enter from a mobile email and land on a product page



But over 80% of visitors that come from a mobile email and land on the homepage, exit immediately.



Contentsquare's customer journey mapping tool shows how customers navigate the site from entry to exit.

THE VALUE OF BROWSING

Most brands should look to encourage browsing behavior, as the user might not want to convert immediately. Perhaps they'll go in-store, or purchase at the end of the month when they get paid. But if you can keep them on-site, you'll get big benefits in terms of brand and product awareness.

COMMITMENT ISSUES FROM MOBILE USERS

And yet, getting customers to take that final step continues to be an issue on mobile. Mobile users who reach the shopping cart have a 16.8% conversion rate – almost half the conversion rate of those on desktop (32.2%). In other words, over 80% of mobile users who reach the cart don't complete their purchase.

16.8%

conversion rate on
mobile users who reach
the shopping cart

Moreover, data shows that mobile users who reached the checkout page but didn't commit to a purchase spent more time on the page and interacted with it more than those who did purchase. Non-buyers had a 33% higher activity rate than those who made a purchase.

33%

higher activity rate for
non-buyers

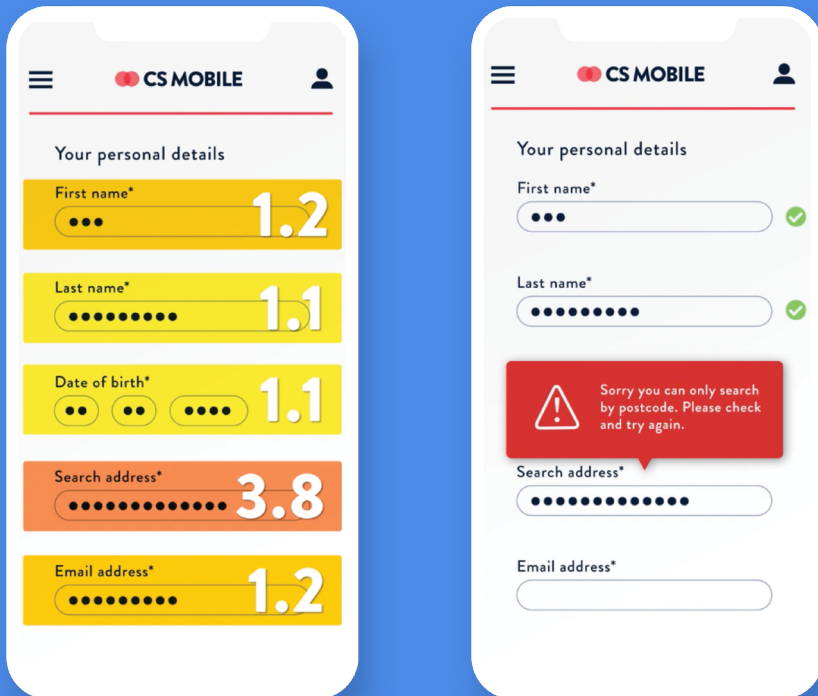


WHAT'S HAPPENING ON MOBILE?

The question for brands is: what happens on the page between entry and exit? Traditional tools like Google and Adobe Analytics can show you which pages users struggle on, but they can't tell you which elements on the page are causing frustration, or why they leave.

Forms are a common source of frustration for mobile users, who are often forced to tap on a field repeatedly to get the desired result. Traditional analytics would be unable to track this interaction, simply registering whether they completed the form or not. With a UX analytics platform like Contentsquare, you can see in-page metrics, such as click recurrence, which reveals how many times users tap each form field, revealing which ones they're struggling with.





Contentsquare's in-page analytics reveals an error with the address field which is causing users to become frustrated and exit.

SECTION 4

DESIGNING FOR MOBILE

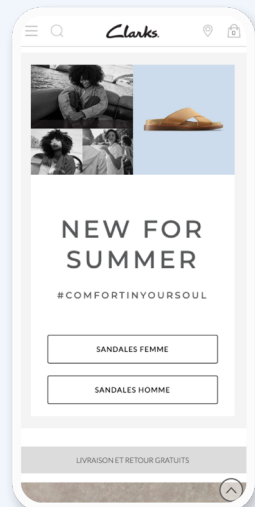
BELOW IS A HOT LIST OF AREAS TO FOCUS ON, WHAT PROBLEMS THEY SOLVE, AND WHAT ELEMENTS YOU CAN ADD TO MAKE THEM AS EFFECTIVE AS POSSIBLE.

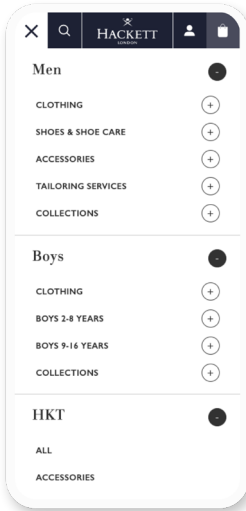
1. HOMEPAGE

The problem to solve:
Can users find what they need?

Solutions :

- Clear, easy to find CTAs
- Clear value props
- Top categories listed
- No revolving carousels
- No pop-ups



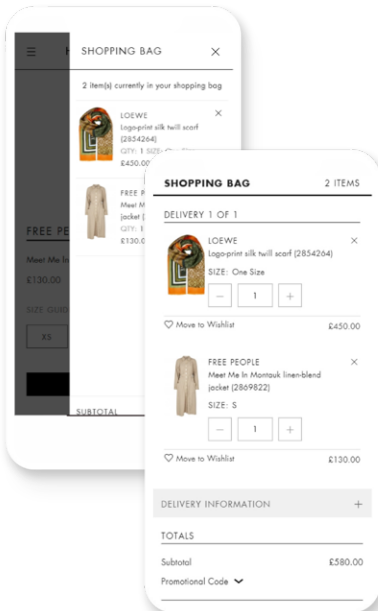


2. NAVIGATION

The problem to solve:
Can users browse their interests quickly?

Solutions :

- Consolidated menus and cart
- Post-sales CTAs above the fold
- Menu options on single page using dynamic menu or expanders



3. CONVERSION

The problem to solve:
Is the checkout process as easy as possible?

Solutions :

CART

- Editable quantities
- Easy to delete items
- Suggestions after adding items to cart

CHECK OUT

- Secure checkout
- Pagination for multi-step process
- Descriptive CTAs
- Ability to add items to “wish list”, “pick up instead”, etc.

SECTION 5

BUILDING A MOBILE-FIRST METHODOLOGY

**RESIZING THE CONTENT OF YOUR
WEBSITE TO ADJUST FOR SCREEN SIZE
ISN'T A MOBILE-FIRST METHODOLOGY.**

KEY CONCEPT: PROGRESSIVE ENHANCEMENT

Progressive enhancement is a strategy for web design that emphasizes core webpage content first. This strategy then progressively adds more nuanced and technically rigorous layers of presentation and features. This allows everyone to access the basic content and functionality of a web page, using any browser or Internet connection, while also providing an enhanced version of the page to those with more advanced browser software or greater bandwidth.

A PRACTICAL GUIDE TO PROGRESSIVE ENHANCEMENT

Let's take an example. Imagine you are a travel brand that sells flights. Customers typically arrive looking to:

- Compare available flights
- View an existing booking
- Purchase a flight

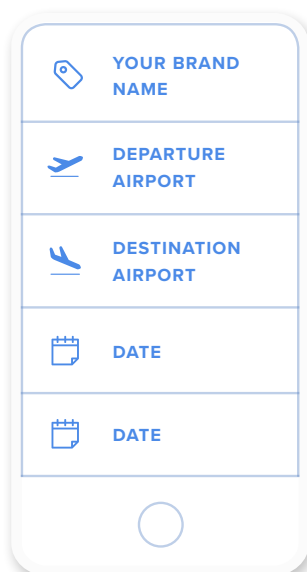
Given these assumptions, we can rank the homepage content from most to least important:

- 1. YOUR BRAND NAME**
- 2. DEPARTURE AIRPORT**
- 3. DESTINATION AIRPORT**
- 4. DATE**
- 5. MY ACCOUNT**
- 6. CONTACT US**
- 7. DEALS & OFFERS**



This gives us a good brief to begin designing a mobile website.

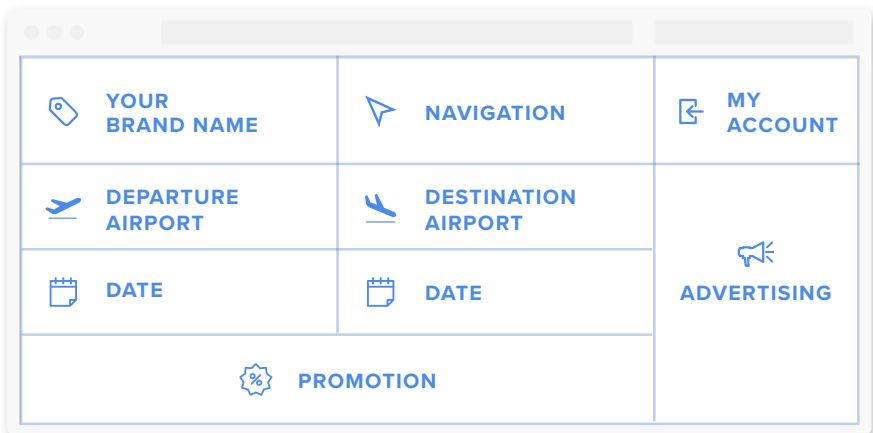
Critical features like your brand name and a booking mechanism should be featured prominently. Secondary features, like account login and contact details, are important, but should appear lower down on the page.





From there, we can expand our website to include other features, such as more space for advertisements and promotions.

In this way, we can ensure the content of the mobile site contains key information, with added levels of complexity as the device size increases.



TEST LESS, TEST EFFECTIVELY

Implementing mobile and customer-first changes to your site or app shouldn't be a singular action. Design should be always evolving and innovation, and react in real-time based on actual customer behavior.

Using a UX analytics tool like Contentsquare, which connects with larger platforms like Google Analytics, can give you a full 360° view of who your customers are, where they are in their decision journey, and what friction points they're running into.

By taking this data into account, teams can test, revise, and implement new changes that better suit the user need, ensuring their tests are based on solving real user frustration.

SECTION 6

KEY TAKEAWAYS



Users want to buy on mobile.



Start users on the right page.



Mobile users browse just as much as desktop.



Web content is like water; it fits the container it sits in.



Design your mobile experience first, scale up afterwards.



Contentsquare is a digital insights platform that helps businesses understand how and why users are interacting with their app, mobile and websites. We compute billions of touch and mouse movements, and transform this knowledge into profitable actions that increase engagement, reduce operational costs and maximize conversion rates. We capture 100% of digital behavior without a tagging plan, and give brands actionable insights that increase conversions.

Using behavioral data, artificial intelligence and big data to provide automatic recommendations, Contentsquare empowers every member of the digital team to easily measure the impact of their actions, and make fast and productive data- driven decisions to optimize the customer journey.





www.contentsquare.com
contact-us@contentsquare.com