# Lead generation with FLEX:TRIAL™

Unitron Australia





# Lead generation overview

Lead generation campaigns are often designed to persuade and capture leads (potential clients' information) in exchange for some thing that is of interest and value to the potential clients. Examples include a free hearing test or a free hearing aid trial with FLEX:TRIAL. Here is what a typical lead generation campaign flow looks like:



Having a compelling offer that benefits end-users generate more leads. With FLEX:TRIAL, you can easily achieve this.



# A compelling lead generation offer with FLEX:TRIAL

The hardest part of any lead generation initiative is designing a compelling offer. With FLEX:TRIAL, your potential leads have the opportunity to try out the right hearing instrument, risk-free. This is a compelling and solution-focused offer that many of your potential leads will find valuable and in turn, increases conversion rate if executed correctly.





61% of patients consider a trial beneficial.<sup>1</sup>

You wouldn't buy a car without test driving it first. Why should hearing aids be any different?

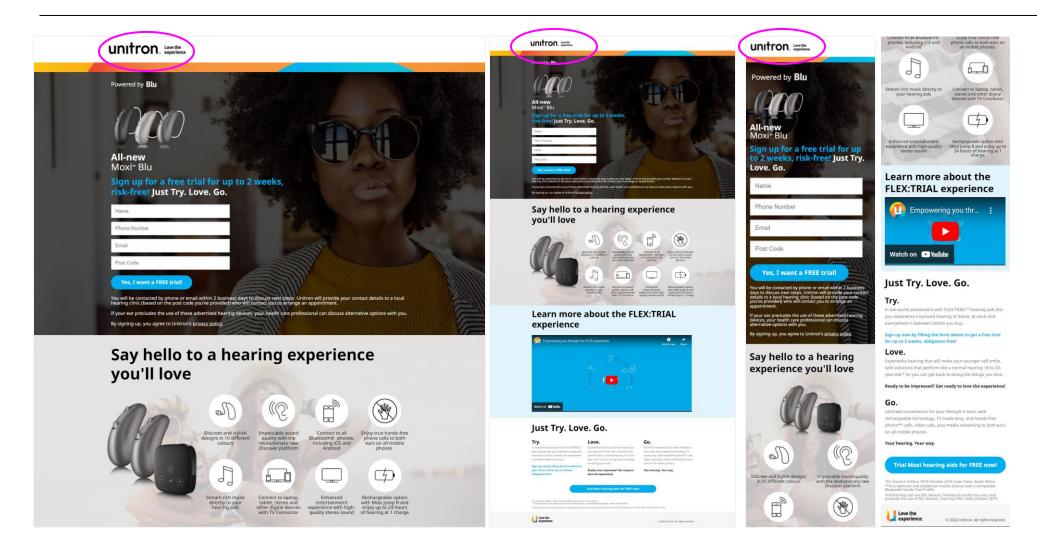
Patients want to select hearing instruments without feeling pressured, overwhelmed or locked in.



# Landing page

# **Examples of FLEX:TRIAL landing pages**

**Example 01:** Product-centric, centering around product features and benefits.

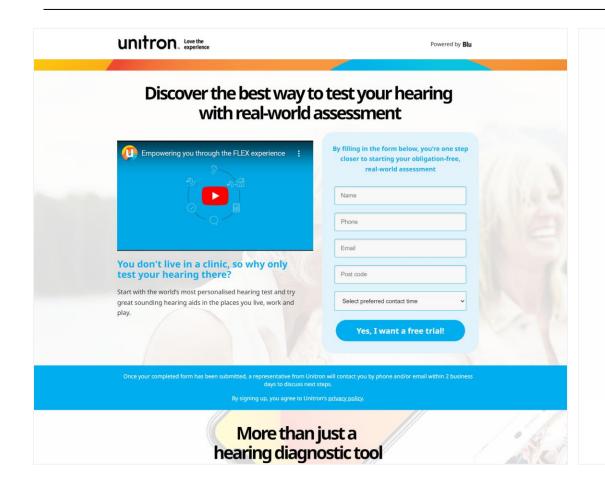






# **Examples of FLEX:TRIAL landing pages**

**Example 02:** Real-world assessment hearing test, centering messaging around hearing test out of your clinic with platform benefits.







# **Landing pages tools**

A website is designed to deliver multitudes of information to encourage exploration, while landing pages have only one specific purpose – promoting a single clear call-to-action to site visitors. Landing pages are commonly built to communicate your offer, persuade, and capture leads. Here are 2 popular paid drag-and-drop tools with a free trial.





unbounce.com

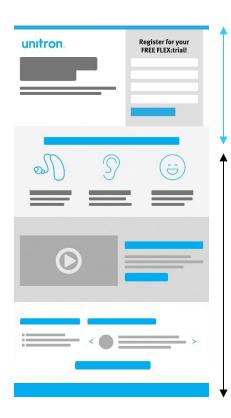
carrd.co

Leveraging your existing website is also possible by keeping the best practices of building a landing page in mind – i.e. have only one single clear objective without other 'distractions'.



# **Building landing pages**

There is no one size fits all approach when building landing pages. Depending on your campaign, you may have additional/less elements to incorporate. Here are some essential elements to incorporate when building landing pages:



### Above the fold (ATF) section

Content visible to potential leads without scrolling, place key information here

- Company logo: in addition to your logo, other brand elements here should be consistent with your overall website.
- Persuasive and supporting headline: clear and concise copy that is benefit oriented with imagery that supports your offer.
- Simple lead capture form: include fields such as name, phone, email, and postcode.

### Below the fold (BTF) section

Portion that requires scrolling in order to see content

- Value proposition: expansion of your offer highlighting the key benefits in formats that works best with your target audience.
- Social proof: testimonials, reviews, etc.
- Call to action button(s): powerful copy to redirect users to your objective such as a free hearing aid trial.



# Landing page best practices

There is no one size fits all approach when building landing pages. Depending on your campaign, you may have additional/less elements to incorporate. Here are some essential elements to incorporate when building landing pages:

- A landing page is a single, standalone web page, created specifically for the purposes of a marketing/advertising a campaign
- Landing pages are designed with a single, clear objective – ensure you define your campaign before building your landing page
- Avoid distraction:
  - No external links, avoid information overload and do not overwhelm reader with choices
- Focus on the objective with one call-to-action

- Make the decision easy for the user:
  - Have a good (usually means free) offer
  - Don't ask for too much information (or split it up)
  - Use trust elements such as testimonials
  - Add urgency (i.e. limited spaces available)
- A/B test your landing pages to see which landing page design for the same campaign resonates best with your audience
- Protect yourself with a privacy policy statement and cookie statement
- Indicate timeframe you'll need to contact the lead (i.e. within 1 business day)



# Media

## Media

Benefit focused campaigns such as a free FLEX:TRIAL is recommended for paid lead generation.

Below illustrates some of the common digital mediums for you to reach potential clients with your FLEX:TRIAL offer:

### **Convert (landing page with lead capture form)** Reach Organic (your owned channels) Paid Campaign site (your landing page) Facebook posts Facebook ads **Campaign offer:** Google listing's post feature Free hearing consultation Google ads Google search Your website homepage 7-day free trial **Email marketing** Google display network Email signature banner (GDN) ..and etcetera Engage an agency to support Post in all your organic channels you on Google ads if unfamiliar

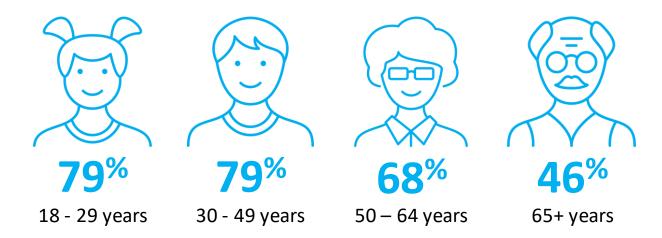
89% of Australian uses Facebook. It remains the most popular social media platform by a significant majority<sup>1</sup>, promoting FLEX:TRIAL on this platform is one of the easiest and effective ways for your clinic to reach new clients.



# Acquiring leads with FLEX:TRIAL on Facebook

# Reach your FLEX:TRIAL campaign with Facebook ads

82.7% of Australians are active users on social media with Facebook being the most-used at 76.8%. <sup>1</sup>
Social media usage is evident across all age groups with almost everyone between 18 to 49 years of age on it. <sup>2</sup>



As mentioned previously, benefit focused campaign such as a free FLEX:TRIAL is recommended for paid lead generation. While optional, running a paid Facebook lead generation ad campaign on FLEX:TRIAL will help further amplify your lead generation campaign's reach.

In the next few pages, we'll show you step-by-step how you can set up your Facebook ads in just under 15 minutes (for non-Facebook business users)



# **Facebook advertising**

There is no blanket rule on what works best on Facebook. The biggest two considerations you need to keep in mind are:

What you actually want to achieve (your objective)

The ability to effectively communicate to your audience.

### What are your objectives?

If you want your ad to gain good engagement ask yourself, why? Are you looking to get enquiries? Or simply to create conversation with your audience. These objectives will and should completely change the way in which you go forward and set up an ad.

It's also important to set some financial and ad performance objectives from the outset, for example how many likes, how many visits to your websites, how many enquiries etc. This will help to measure your return on investment.

### Types of ads

### **Brand awareness**

To create brand engagement, promote your products/services and drive traffic to your site via shares and likes, we recommend image, video, carousel or offer ads.

Learn more about offer ad

### **Lead generation**

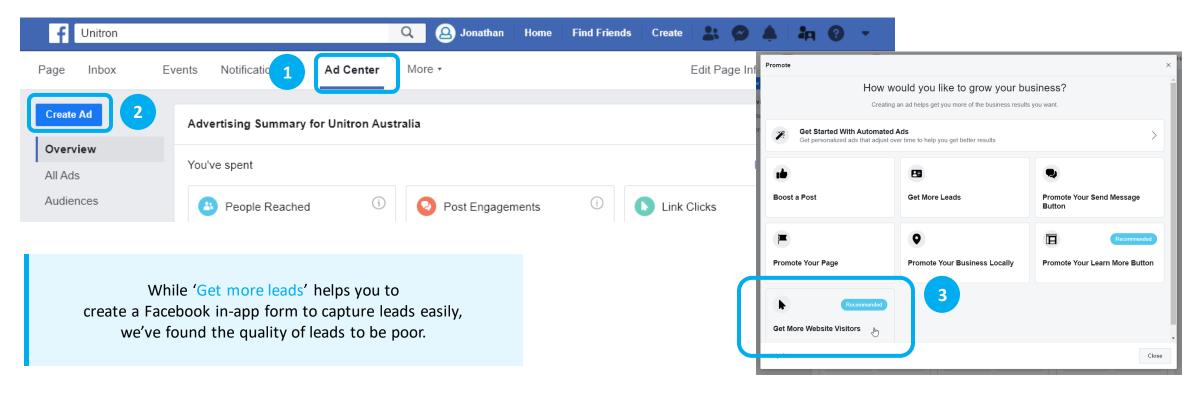
Lead ads on Facebook and Instagram help you collect info from people who are interested in your business. A lead ad is presented using an image, video or carousel, and followed by a lead form when the user engages with the ad.

Learn more about creating lead forms



# Creating a brand awareness Facebook ad

- 1. Click on 'Ad Center' on your page's navigation bar (the link can be found under 'More' if 'Ad Center' is not showing in your main navigation)
- Click on 'Create Ad' thereafter
- 3. Set the objective as 'Get more website visitors' for your promotion

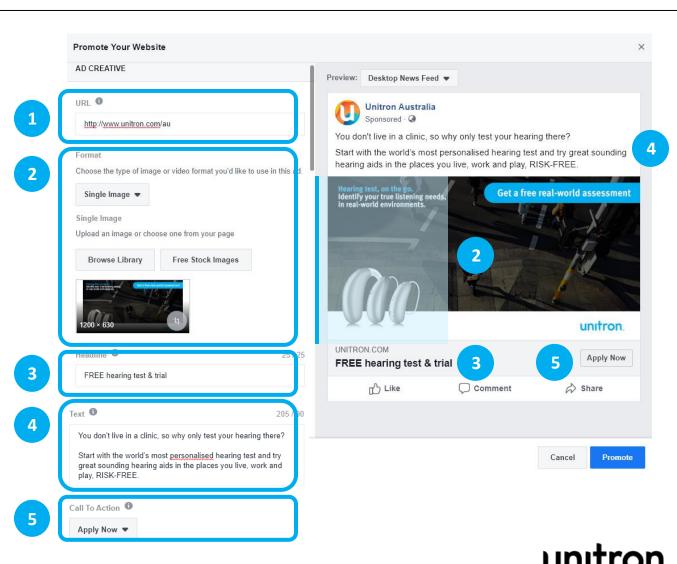




## Ad creatives

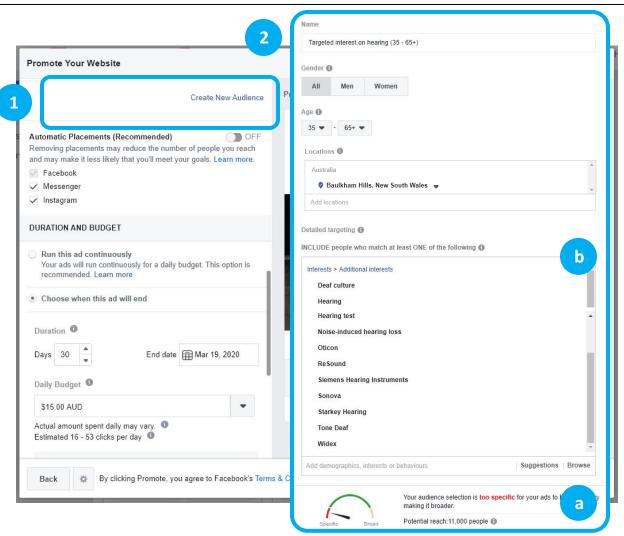
- 1. Input the URL to your landing page
- Select format (i.e., a single image link preview format)
- 3. Input headline in less than 25 characters
- 4. Type in your copy for your ad description
  - Facebook will still approve even if you exceed the character limit of 90 by a little
- Select your call to action
  - Both the call-to-action button and image will be clickable, linking to your landing page

Image size for single image link preview is 1200 x 630 pixels



## **Define audience**

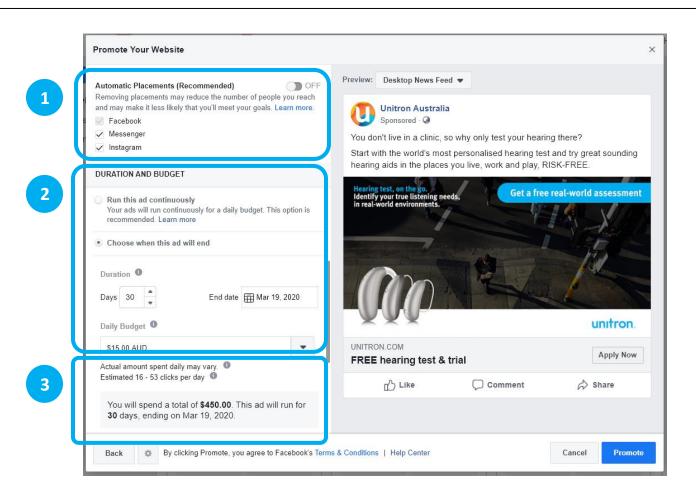
- 1. Click on 'create new audience' if this is your first time setting up a Facebook ad. Alternatively, choose an existing targeting list that works best for your campaign.
- A 'create audience' will pop up, and you'll be able to define your target audience for the campaign.
  - a. As you define your audience, a barometer at the bottom will give you an estimate of people you will reach
  - b. In some markets, we found that excluding detailed targeting yields better results. Our recommendation is for you to always test different targeting options to see which is reaching and driving most leads through to your landing page.





# Placement, duration and budget

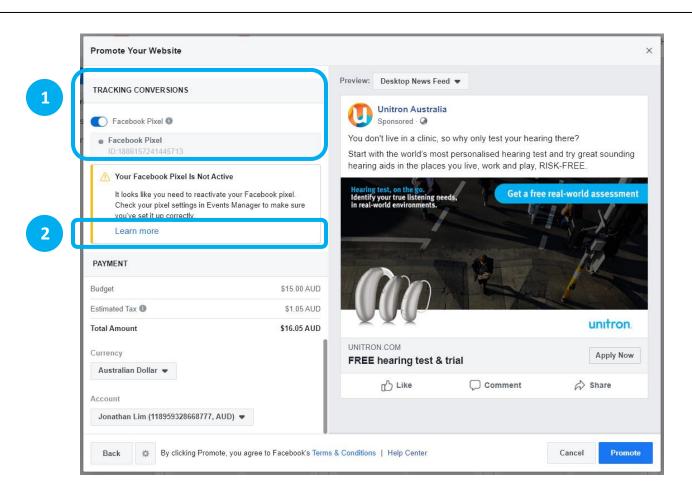
- Facebook automatically place your ads throughout Facebook and Instagram. Select toggle off if you wish to select your placement.
- Define the estimated budget you are comfortable with and the duration. If you wish to test out what works, try shorter durations with different ad assets and different target audience (alternatively, repeat the whole ad process with another set of creative and audience)
- Estimated total budget and performance will be reflected.





# **Advance: Tracking conversion**

- Tracking conversion is automatically turned off if you do not have Facebook Pixel created. While optional, Facebook Pixel helps track conversions on your landing page and help attribute which creative asset drove the conversion.
- 2. Click 'learn more' for instructions from Facebook on how you can set this up.



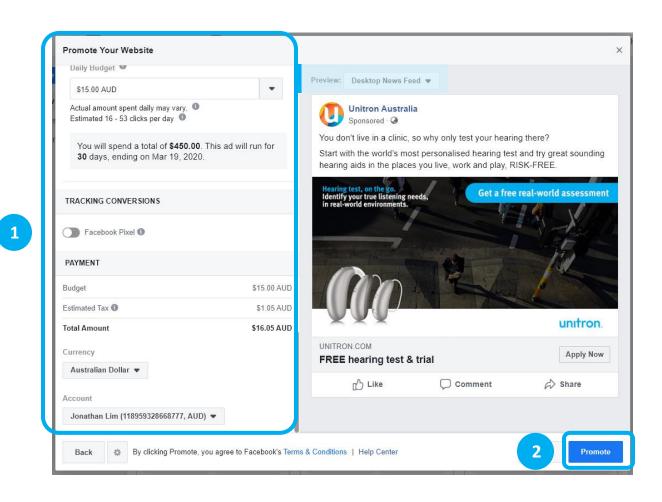


# **Review and payment**

- The final step now is to review your ad.
- Place an order for your ad by clicking on 'promote'. Typically, most ads are reviewed by Facebook within a few hours. Your ad/s will go-live automatically after the review by the Facebook team.

Toggle between 'preview' to see how your ad will show on other platforms

- Repeat the same steps if you wish to test out more than 1 ad at the same time.
- Your ad performance and insights will be shown in 'Ad Center'.



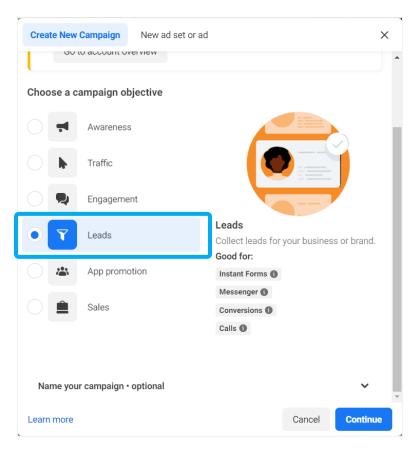


# Lead generation ad set up

# **Setting up**

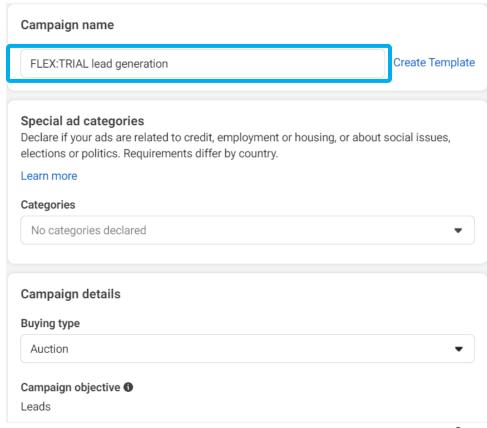
### **Campaign objective**

Go to Facebook Ads Manager: <a href="http://facebook.com/ads/create">http://facebook.com/ads/create</a>
Select 'Leads' as your campaign objective and click continue



### Campaign name

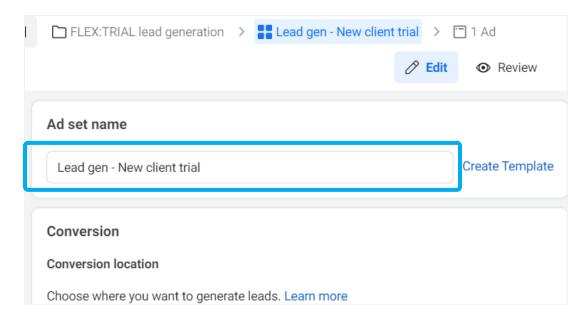
Name your campaign and click next



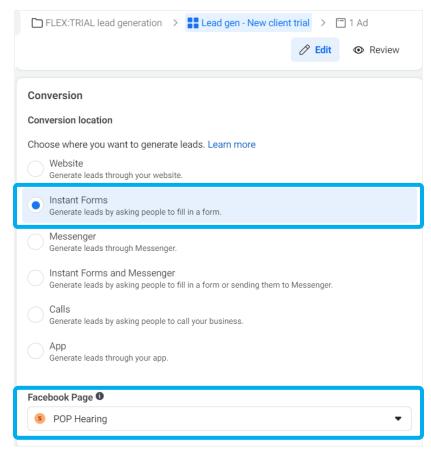


### Ad set name

Name ad set name. Give detail for ad set name will make it easier to find and track when campaign increases.



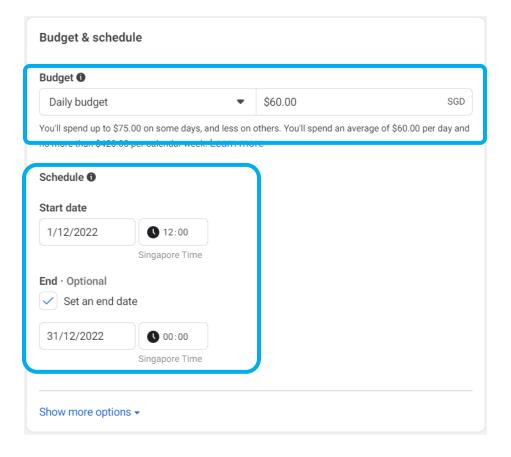
Select 'Instant Forms' for conversion location. Choose your Facebook page from the drop-down menu





### **Budget and schedule**

Customise your budget for the ad. From the budget drop-down menu, define either a daily or lifetime budget of the ad you are going to run. Select your scheduling preference after.



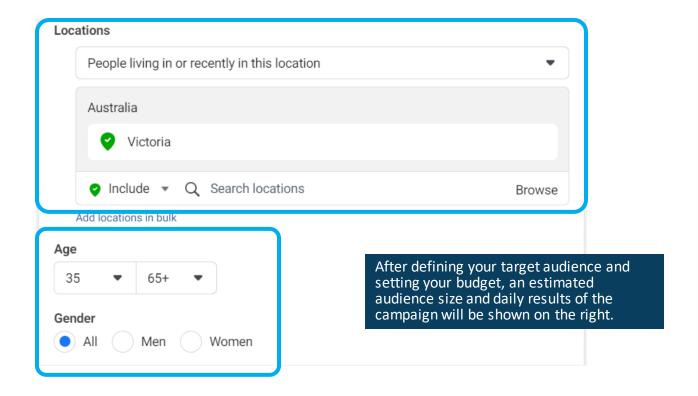
The daily budget set at '\$60.00' is an example only. You are free to set any amount you're comfortable with or that budget permits.

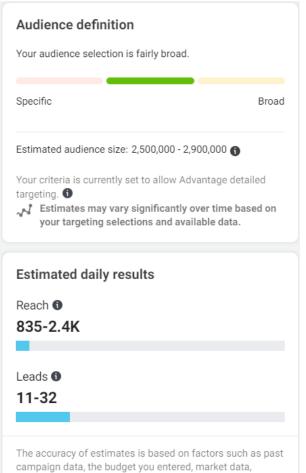
'Set a start and end date' to avoid overspending your allocated budget for Facebook advertising.



### **Defining target audience**

Under 'audience', define the locations that you are running FLEX:TRIAL in, age and gender of your target audience.

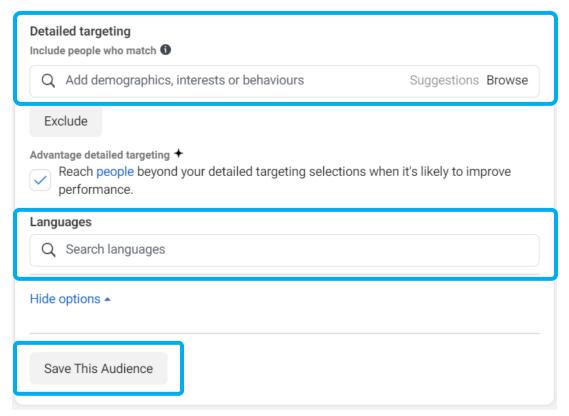






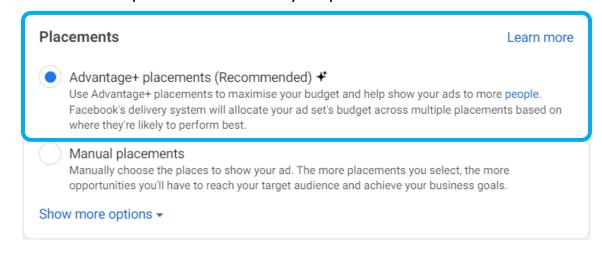
### **Defining target audience (continued)**

Include or exclude demographics, interests, and behaviours under 'detailed targeting' to deliver your ads to relevant audiences. Leave languages blank, unless the audience you are targeting uses a language that is uncommon in Australia. 'Save this audience' for future use.



### **Placement**

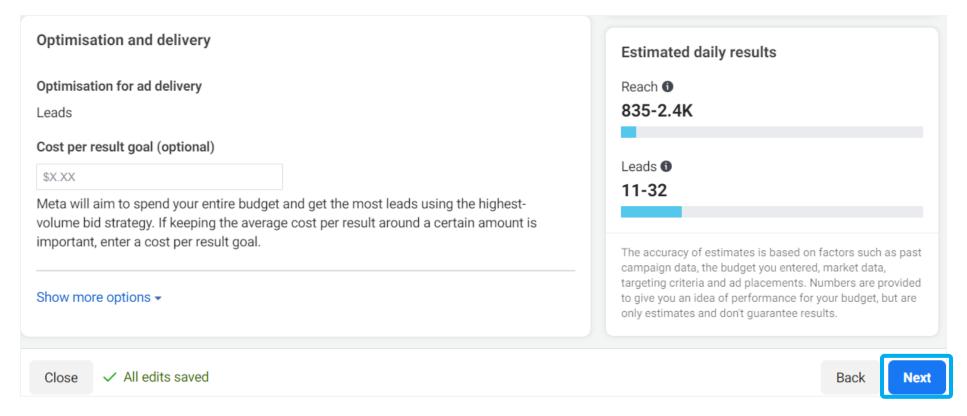
By default, Facebook will automatically place your ad where it's most likely to perform best. It's recommended to let Facebook place your ads automatically to maximise your budget. Alternatively, you can chose to customise the placement based on your preferences.





### **Optimisation and delivery**

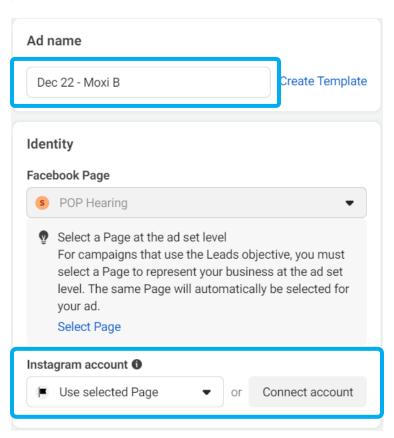
Facebook will optimise and deliver your ad accordingly to the setting in each of section earlier. Set a cost per result goalif you want to keep the cost to a certain amount. Click 'next' to continue





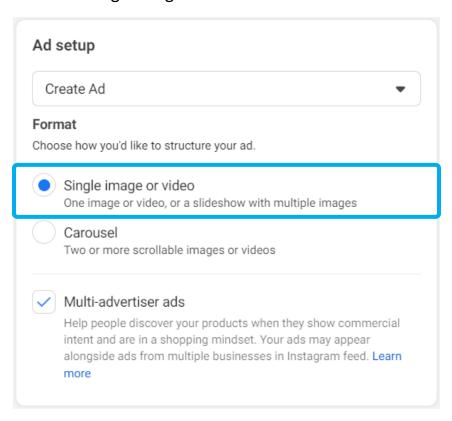
### Ad name and identity

Set ad name and your facebook page should already be selected based on selection at ad set level. If you have a Instagram account and wish to run your ad there as well, connect your account.



### **Ad setup**

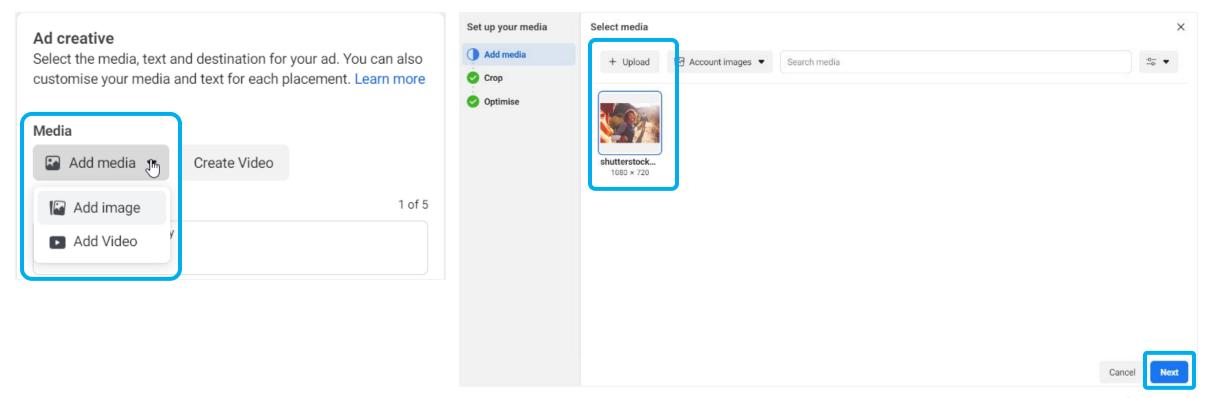
Choose an ad format from the 2 available format. 'Carousel' format requires 2 or more images to make your ad scrollable horizontally, while a 'single image or video' requires only 1 of either. In our example, we've selected 'single image or video'.





### Ad creative

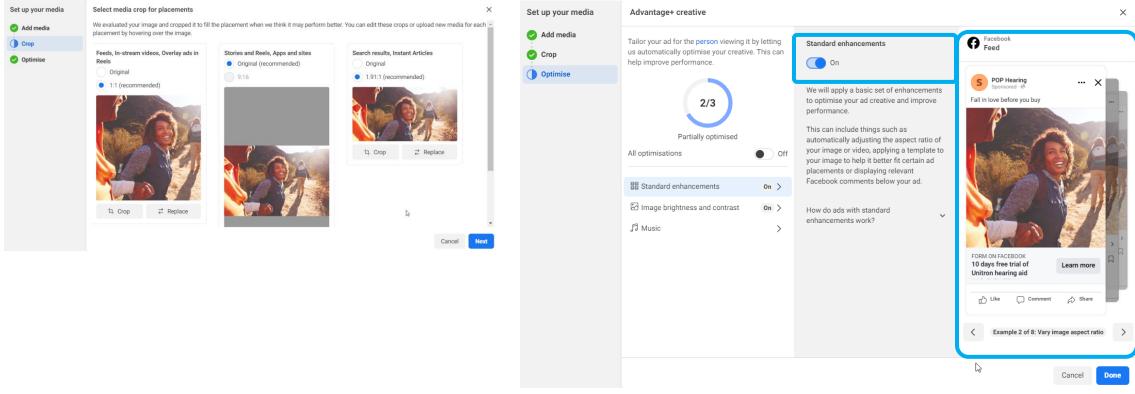
Upload creative assets according to the image and video specs specified by Facebook. Click on 'add media' then 'add image' to upload. A new window to upload ad image will appear, click 'upload' to add image, select image and click 'next'.





### Ad creative

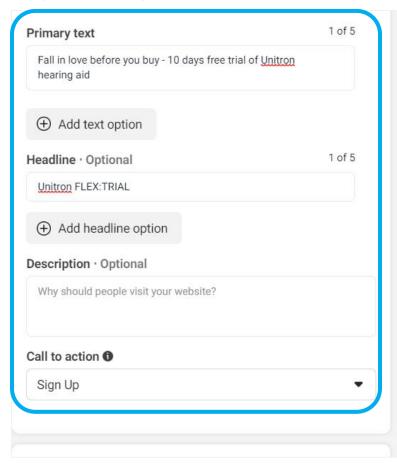
Facebook will show and select the best crop for each placement. Click 'next' to optimise ad. Select 'on' under standard enhancements. You can able to preview up to 8 ad samples from the right panel and click 'done'.

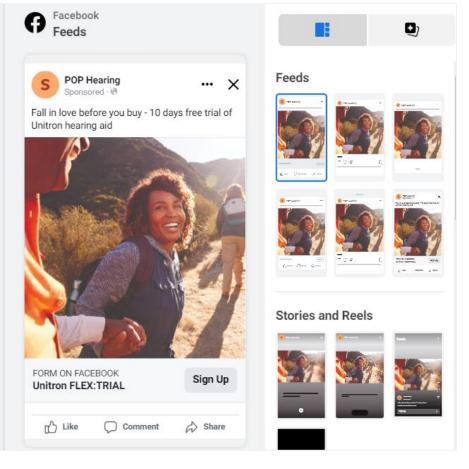




### Ad creative

Describe your campaign in the 4 text fields and select the appropriate call to action for the ad. Be as specific as possible so the client knows what they will get by clicking on your ad.





Under 'ad previews' on the right, click on images to preview how your ad will be displayed across the different placements.



# Setting up (Form)

### Lead form

Now it's time to set up the lead form for your ad. Click on 'create form' to setup your lead form for your ad.

### Destination

Tell us where to send people immediately after they've tapped or clicked on your ad. Learn more

### Instant form

Make connections with people by letting them send contact information and other details to you through a form. Learn more

Create Form

Form title	Creation date
------------	---------------



Untitled form 04/06/2020, 1...

2020-06-04

While there are other landing page solutions out there for you to capture leads, Facebook lead forms have a few benefits that may help you acquire more leads:

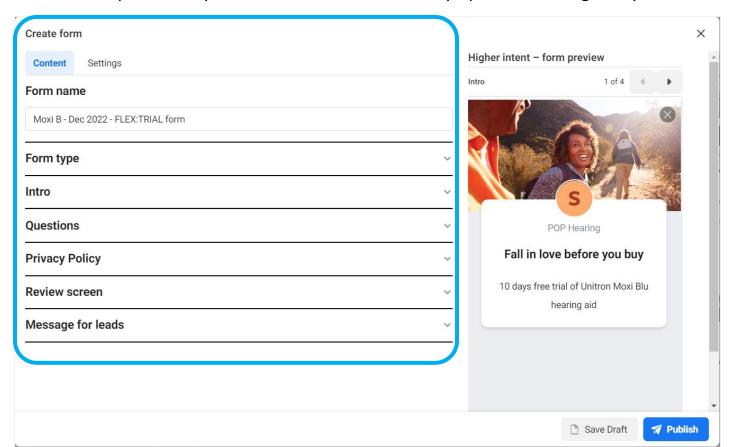
- Clients won't have to leave Facebook to view your offer.
   Facebook lead forms automatically pre-populates clients' data from their profiles.
- Building a lead form on Facebook is also more resourceful and costeffective compared to creating an external lead capture form on other platforms. Also, it is mobilefriendly, making it a seamless experience for your clients to sign up for your offer.



# Setting up (Form)

### Form content and settings

Under the 'content' tab, review and fill in the necessary fields for your campaign from 'form name' through to 'message for leads'. Review the settings tab as well. A preview of your lead form will automatically update on the right as you make edits. Click on 'publish' to complete your lead form.



Make sure to only ask necessary questions for your lead form. The more questions you ask, the lower your leads are likely to be.

The final step now is to 'review' your ad and place an order for your ad by clicking on 'publish'.

Typically, most ads are reviewed by Facebook within 24 hours and your ads will go-live after the review.



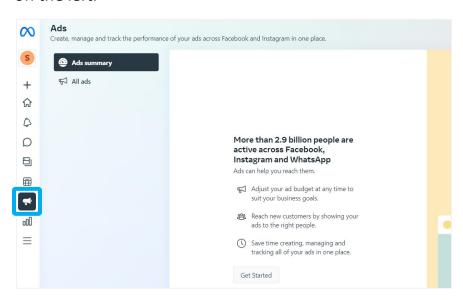
# Ad insights

### **Track ad performance**

Once your ads go live (you will receive an email and Facebook notification), you can track the performance of your lead generation ads here: <a href="https://facebook.com/ads/manage/home/">https://facebook.com/ads/manage/home/</a>

### Finding and viewing your ads

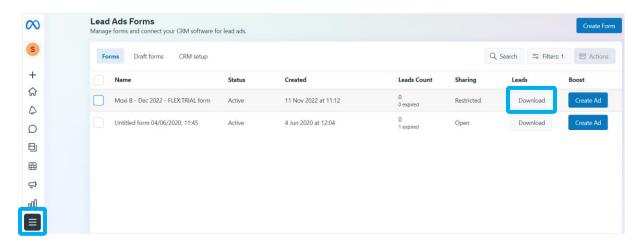
Your ads will not be posted on your Facebook. To view your ads, head to your Facebook page and click on 'ads' under your page's navigation menu on the left.



### **Downloading leads**

The easiest way to download your leads is to head to your Facebook page.

Click on 'all tools' then 'instant form' on the left navigation bar. Your leads can be downloaded from this page.





# To learn more about FLEX, contact your Unitron representative today.

# Bonus: Additional lead generation campaign ideas

# Hearing loss e-book

### **Target audience**

- New potential hearing aid wearers
- Children or relatives searching for information on behalf of their parents

### **Hearing loss guide**

- Create a non-biased consumer guide to hearing loss
- Introduce hearing loss and hearing technologies
- Share info on hearing aid styles, benefits, etc.
- Include FAQs
- Subtle introduction of your clinic
- Suggest to take next steps with your clinic within e-book

Home > Hearing aid buyer's guide

# Download the "Hearing aid buyer's guide"

Choosing the right hearing aid can seem daunting at first. There are hundreds of devices in the market for all types of hearing loss and functions to meet a wide range of lifestyle needs.

This comprehensive guide makes comparing brands, models and functions easier than ever to match you with the right device. Take advantage of this FREE resource.

First Name*	Last Name*
Phone*	
Email*	
Privacy policy*	
By continuing, you agree to our Privacy Policy.	
Download guide	

Your needs	What we offer	Topics	About us	How to find
Improved hearing	Hearing aids	Hearing loss	About us	<b>f</b> Facebook
The right hearing aid	Hearing protection	Tinnitus	Find a specialist retailer	<b>in</b> LinkedIn
	Batteries and accessories	Online hearing screening Hearing aid technology	Arrange an appointment	■ YouTube
	Hearing aid insurance		Careers	
			Contact form	

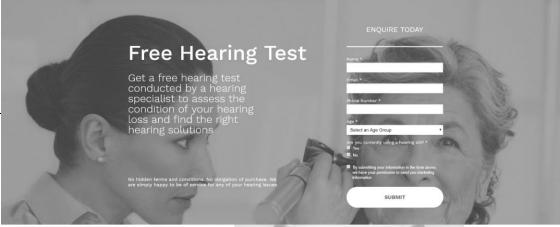
# Offline hearing test

### **Target audience**

- New potential clients with hearing loss
- Existing hearing aid users who wish to have their hearing tested by another clinic

### **Hearing loss guide**

- Offer a free hearing test to motivate end-users to sign up
- Let the end user know what to expect during the hearing test
- Should they not proceed to purchase, offer a 'return voucher' to encourage client to return and to track ROI and campaign effectiveness



### To Be Or Not To Be

is a hearing aid useful to you and your lifestyle? Is hearing amplification suitable for you? Does the hearing aid price

Find out without making an upfront



### Your First Visit to Digisound Hearing



Multiple Hearing Aid Models

Rechargeable Models

Wireless Accessories

## **Promotion**

### **Target audience**

- Price conscious clients with hearing loss
- Existing hearing aid users who wish to have their hearing tested by another clinic

### **Promotion**

- Hearing aid saving promotion
- Persuasive and supporting headline clear and concise copy that is driven towards savings
- Include value proposition of the product highlight the key features and benefits
- Increase perceived value of the product by adding in services you already provide free hearing test, lifetime aftercare etc.

### LOOKING FOR A **NEW** HEARING DEVICE?

Unitron's latest Moxi Blu™ RIC represents amazing value, quality and performance.

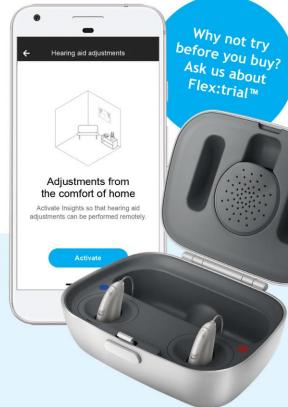
Some of our favourite features include:

- Easy personalisation to your exact needs.
- Universal® connectivity to Bluetooth devices, including smartphones, smart TVs and more.
- Discreet, comfortable design that lasts a full day on a single charge.



Ask us about Flex:trial™, our no-risk, obligation free way to try hearing aids.





Clinic logo

Company name

Address line 2 Address line 2 Suburb State Postcode (XX) XXXX XXXX | email@domain.com.au domain.com.au This digital marketing guide is developed through compilation of various sources, put together by our digital experts for Unitron Australia customers. Information is obtained from sources believed to be reliable but is in no way guaranteed.

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# Love the experience.