



Talkable

2020



THE ONLY BOOK ON REFERRAL MARKETING YOU'LL EVER NEED

A step-by-step guide on how to make your customers come back for more and bring their friends, plus other secrets of sustainable growth.

“

Gaining customers' trust isn't easy — we all know that. As marketers, we're tasked with learning about our customers and finding ways to convert them into loyal advocates who return to our businesses and products again and again. However, sometimes the more we try new growth hacks and marketing tactics, and the harder we try to understand and engage with our customers, we find ourselves stuck or even sliding backwards on customer acquisition.

It feels like each time we pursue a new group of customers, we have to start all over again, and maybe lose some others. Of course, it helps if your brand is already sky rocketing towards the peak of Mt. Awareness. For the rest of us, trying to win people's hearts and attention is more of a Sisyphean hike.

What hurts even more is that it makes sense: human brain is wired to choose a familiar brand over any other, even if the choice is irrational.

Sounds dramatic? It is. But in this book, we're going to teach you how to make your existing customers want to break those walls down for you, and help you increase sales.



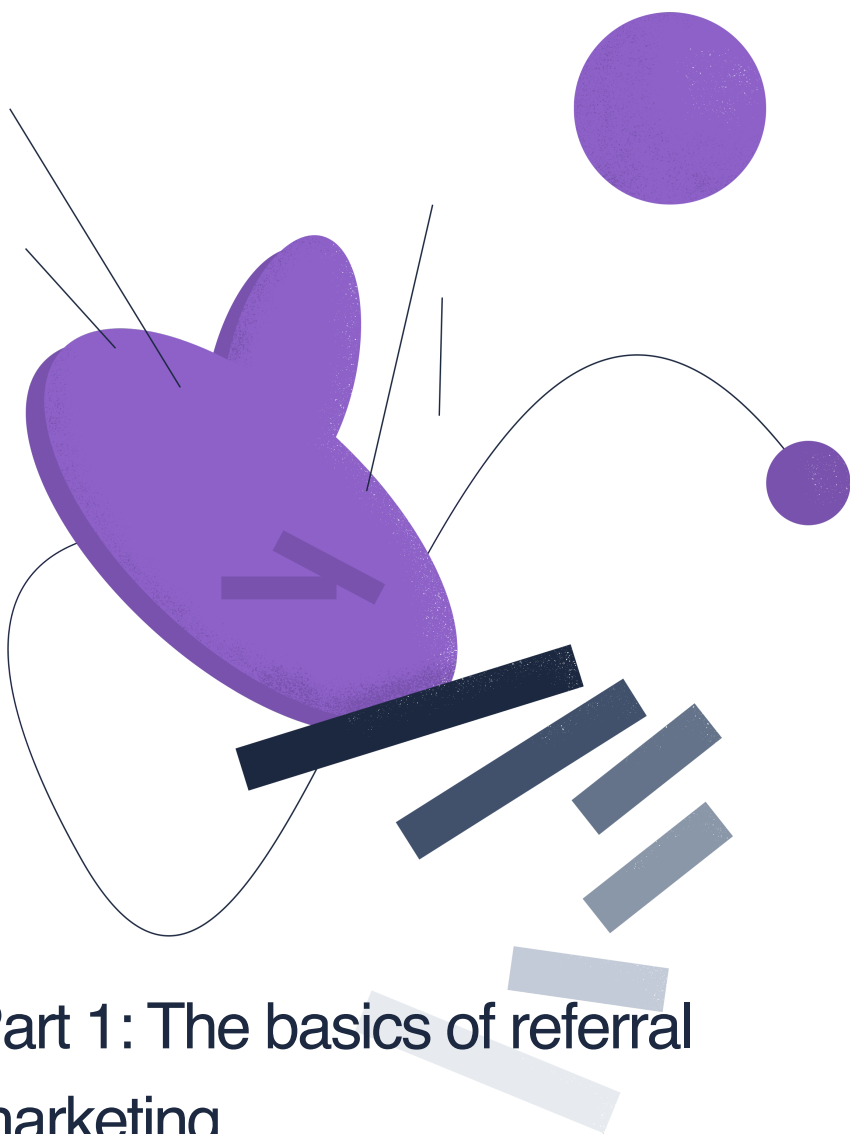
Summer Lindman, CEO

Talkable

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Part 1: The basics of referral marketing

Referral marketing is a way to pre-select and attract the right new clients using your existing customer base as **brand advocates**.

The mechanics are simple. Let's imagine you own an online store that sells sunglasses. You have a customer base with 1000 people in it, including Jeff, your most loyal customer who's been with you since the beginning.



You love Jeff and Jeff loves your sunglasses.

He talks about your sunglasses and website with his friends, but they are easily distracted and don't make it to the online store, even though they like Jeff's sunglasses.

So, you come up with a **referral offer**.

Jeff gets a special promo code that gives his friends \$10 off their first order. Now, whenever someone asks Jeff where he got his sunglasses, he can tell them about your store and that you provide a \$10 discount for everyone who comes through his **referral link**.

The next thing you know — you get 5 new customers that have used Jeff's promo code. What do you know about these new customers? They know Jeff, they trust him, and now they know about you through Jeff.

Even better, they're now telling all their friends about your brand and sharing their personal referral links. Now you have an expanding web of engaged customers that all started with Jeff.

What is referral marketing and what isn't

Jeff's story is a perfect example of a basic referral campaign with a **one-sided incentive**.

Referral marketing, by definition, is a manageable and customer-centric marketing channel that uses incentivized referral offers to encourage your existing customers to become brand advocates and win you more customers.

Brand advocates share referral links with their friends, family, and network.

The end goal of a referral marketing strategy is to turn referrals into a **strategic, incremental, and dependable customer acquisition channel that builds your business in an authentic way.**

What isn't referral marketing

Getting referred to is not the same as referral marketing.

Word of mouth, as it is, spreads in a chaotic manner and cannot be consistently influenced or predicted, no matter how powerful it is. Referrals, however, can transform word of mouth into a solid customer acquisition strategy.

With referral campaigns, you are the one at the wheel and your advocate is driving their friends' behavior.

In other words, you are doing referral marketing if you can track and influence the performance of an advocate's sharing.

Having a referral strategy enables you to affect how many of your customers become brand ambassadors, how often they share your referral offer, and how many of their friends become new clients. It is all about building relationships in a way that benefits both you and your customers.

If you were able to impact this kind of behavior, how would you set benchmarks and decide on campaigns and calls to action to improve your KPI's? Well, that's what we're here to teach you.

What else is not referral marketing?

Another common mistake is to confuse referral and affiliate marketing.

While both these types of marketing rely on other people promoting your brand, [affiliates are different from brand advocates](#) in the following ways:

- They might not be your customers
- They are marketing professionals
- They have no personal connection to the target audience
- The traffic they drive to your website is typically low-quality
- You have little control over the content they associate with your brand
- They tend to have low cost per action (CPA) benchmarks, because ROI is also low
- They bring higher fraud risks

The place for referrals in your marketing strategy

Referral programs are not only a great addition to any marketing mix, they can support and drive your entire strategy when implemented and managed effectively.

Since referral marketing is personal, it has higher conversion rates than other customer acquisition programs, with a lower CAC. Need proof? **Talkable's enterprise clients get 10 times higher ROI** with their referral campaigns than comparable paid advertising and affiliate marketing campaigns.

Applied strategically and with consistency, refer-a-friend campaigns can be both standalone and supporting channels for acquiring new customers, increasing repurchase rates and launching new products.

The extent of your referral marketing reach will depend on the size of your company’s customer base. A successful strategy is sustainable over time when referrals are treated as incremental building blocks. Each referral is a new highly qualified 1:1 relationship with a client. This relationship can be systematically developed into an advocate, and thus a source of new customers, through thoughtful and strategic management. For these reasons, we recommend that our clients integrate referral marketing into their existing marketing strategy in an incremental way in order to begin tracking the changes in customer behavior when given a quantifiable way to share your products and benefit from doing so. In most cases, our clients see a swift increase in ROI for the rest of their marketing channels due to the ripple effect of building a referral program.

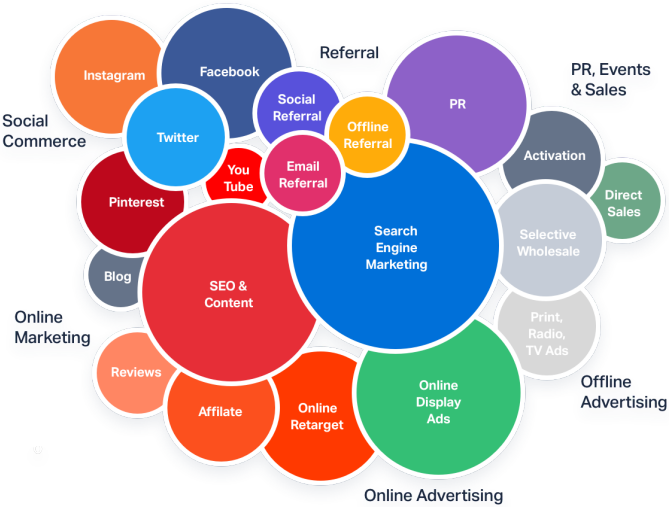
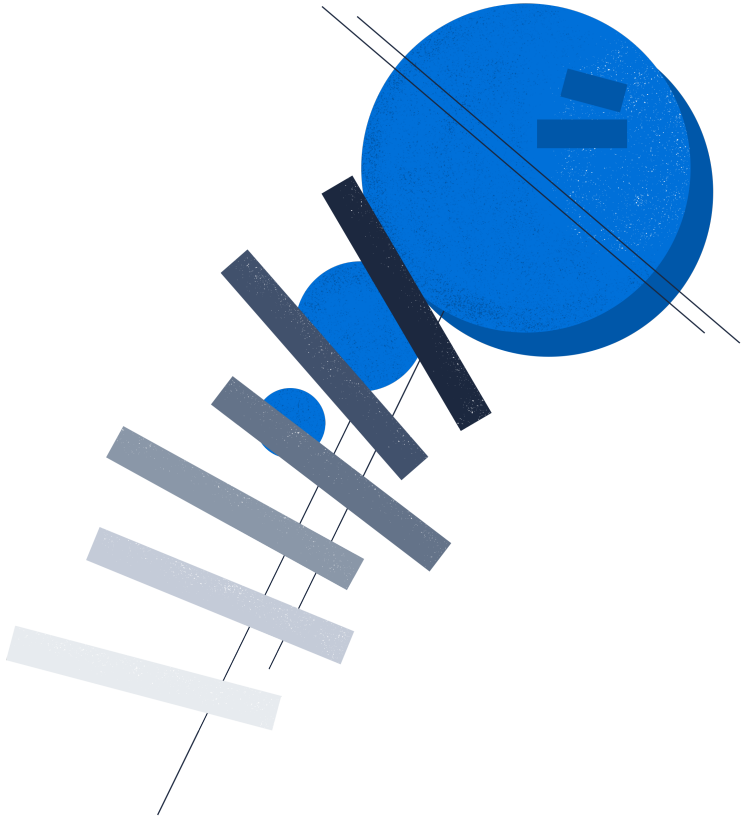


Fig. #1. The cloud of different marketing channels.



Part 2: How Referral Marketing is done

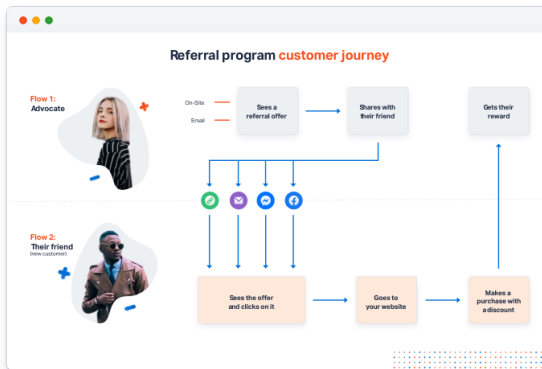
Our goal is for you not to leave money on the table. As a growth and strategy partner, Talkable has helped some of the top eCommerce companies in the US to maximize their revenues through referral programs.

Advocates

Advocates are the users who share your referral offer with their network.

Before you launch your referral campaign, you'll have to decide who your most powerful brand advocates will be. The most natural targets for brand advocates are:

- Clients who have made at least 1 purchase
- Registered Users
- Website Visitors



Who to choose?

We know that it is tempting to make your referral offer available to as many people as possible, and many companies do this. But we advise against it.

Placing a gate on your offer in the form of a registration, subscription or completed purchase is a way to verify users and lower the possibility of fraud*, as well to qualify your leads.

How to measure?

Advocacy rate — how many people act upon and share your offer after viewing it. The best ways to get better advocacy rates are to test different incentives and offer placements. Launching different test campaigns may seem labor-intensive, but it pays off. Besides, it isn't hard at all if you use referral software.

Channels	Sharers	Sharing rate	Click rate	Visit rate	Friend conversion rate
Email	1060	1.29	0.51	0.65	0.25
Direct link	317	1.02	2.05	0.34	0.19
SMS	163	1.01	0.99	0.35	0.20
Twitter	62	1.12	3.2	0.07	0.11
What's app	45	1.01	1.6	0.25	0.10

Share rate — how many times one advocate shares your offer on average.

Talkable's guidance for increasing your share rate has two steps:

01

Look at performance by channel and find which channel shows the highest conversion rates (example):

02

Test different share page design layouts to find the best way to point your advocates towards the most effective share channels

You can test as many different variants of design layouts and copy as you want without having to involve designers or developers. Just use the software!

Friends

Friends are the people who receive invites to join your referral program from brand advocates. They represent the middle and bottom parts of the referral marketing funnel.

You can improve your performance with these friends by optimizing the following things:

- **Invite delivery channels** — find the channels with highest friend conversion levels
- **Custom invite copy** — choose messages that drive the best open rates and CTRs
- **Claim page** — remove any gates on the claim page and auto-apply user's promo code to their purchase

How to measure?

We judge how well our sharing channels and messages perform with these metrics:

- **Open Rate** — how many friends open brand advocates' messages
- **CTR** — how many friends click on the links
- **Conversion** — the percentage of friends who become customers



Case study

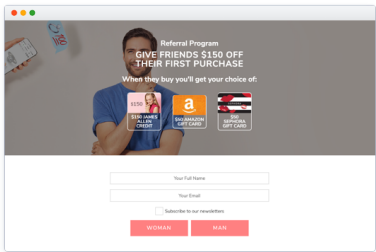
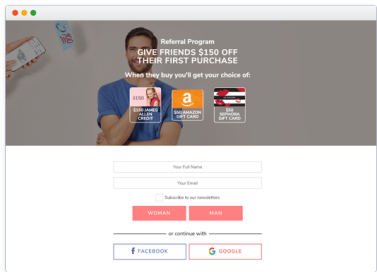
Referral campaigns are all about optimizing each step of the funnel and maximizing your return on each and every offer.

Our [James Allen case study](#) shows how you can get **100x ROI from your referral program** by A/B testing each step of the funnel and optimizing the campaign.

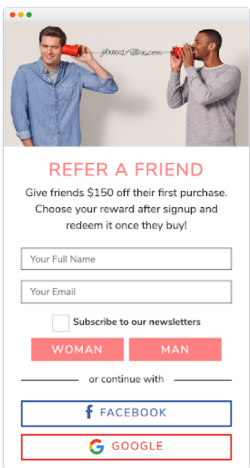
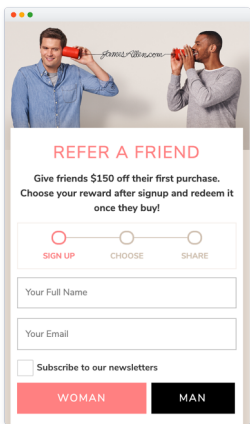
It's important to determine which KPIs are most effective for reaching your business goals, as well as to test out different approaches in order to find the best referral tactics for your business.

James Allen had a referral program before starting with Talkable, but it wasn't actively managed, effectively promoted, or optimized for rewards. They wanted to leverage their powerful word-of-mouth promotion to its fullest potential.

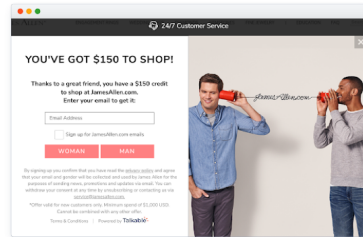
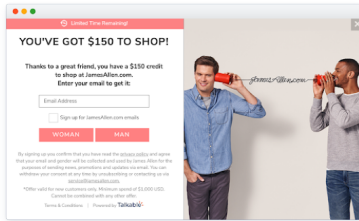
Talkable launched James Allen’s new optimized referral campaign in November 2017, doing A/B testing for every stage of the referral funnel.



- Our tests showed that the version of the referral page with Facebook and Google login options proved to **increase program sign up by 8%**.



- We gamified the referral experience by offering customers a choice of rewards and signup options. On mobile, the referral programs gamification features included a widget that tracked the customers purchase progress. In contrast to the default layout, the progress tracker prompted customers to **share 15% more often** and resulted in **30% more purchases!**



- Once a referred friend arrived to claim their discount, they were presented with a landing page. When this page included a message of a limited-time offer, [JamesAllen.com](https://www.jamesallen.com) saw **62% more site visits** from these referred friends.

Referral Offers

There are three main types of referral campaigns.

- One-sided** — ongoing invite campaigns that offer rewards only for advocates or only for friends.
- Double-sided** — referral programs that reward both advocates and friends. When choosing between one-sided and double-sided rewards, we always recommend the latter. After having tested many campaigns with and without friend rewards, we were surprised to find out that if you run a campaign where friend reward is bigger than advocate's, your advocacy rate will raise.
- Burst campaigns** — referrals with limited-time offers and usually bigger rewards. We recommend running them at least once a quarter for no longer than a week. Burst campaigns, followed by blast promo activities, will help you activate those customers who have not yet joined your referral program, and motivate your advocates to send out more invites. They are a great way to increase your Advocacy and Share Rates!

Incentives

Incentives are the rewards you offer to the participants of your referral program.

- **Free products**
- **Store credits**
- **Discounts**

Talkable’s best practice for incentives is to start off with rewards that equal 20% of your Average Order Value. A/B test your rewards in both percentage and dollar terms and choose the best-performing option.

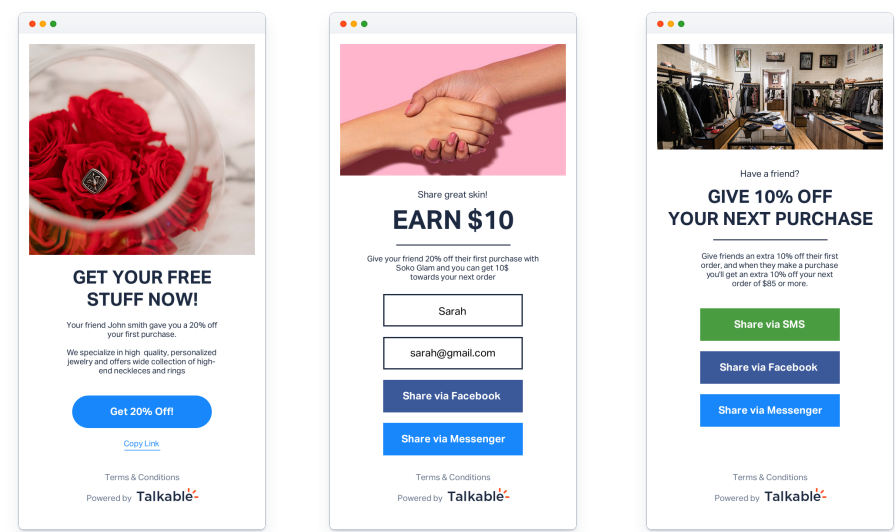


Fig. #4 Left to right: Free products, Store credits, Discounts

Benchmarks and analytics

Last but not least, here are the KPIs and benchmarks you'll need to analyze your referral campaigns.

Advocacy (% of customers who become advocates)	10-15%
Share Rate (AVG number of times 1 advocate shares your offer)	1,5-3
Clicks (friend invite CTR)	35-40%
Visits (% of friends who come past through the claim page)	30-35%
Conversions (% of new customers)	30-50%

Influencers

The main reason why marketers love referral programs so much is that they create a ripple effect; one customer refers your brand to another, and your marketing campaign becomes a self-replicating user acquisition machine. Contrary to common conceptions, your referral campaign doesn't need to have a sky-high advocacy rate to yield significant revenue gains.

Our practice shows that top 1% of most active brand advocates generate on average up to 20% referral revenue. Up to 15% of sales will happen through your top 10 advocates.

Gamification

Leaderboard campaigns and advocate dashboards are a great way to recognize your most involved sharers and encourage them to be even more active with gamification techniques. For example:

Campaign	Impressions	Sharers	Advocate percentage	Shares	Sharing rate
Leaderboard	667	112	16,79%	164	1.4643
Standalone	64,562	4,745	7,35%	6,428	1.3547

Share Send Email Copy

Time Shared **11** Possible Rewards **\$150** Friends Referred **3** Rewards Earned **\$150**

Leaderboard		Keep track of your shares & rewards	
Ranking	Referrals		
You - #32	3	wowurocking@gmail.com Email sents Jul 20,2019	Sent, Unopened Resend
#1	20	howumanaged@gmail.com Email sents Jun 13,2019	Sent, Unopened Resend
#2	11	pleasehelp@gmail.com Email sents May 17,2019	Sent, Unopened Resend
#3	7	whyudidthis@gmail.com Email sents Apr 11,2019	Sent, Unopened Resend

Number of referrals needed to win a special gift! **5**

Fig. #5 Leaderboard screen

A/B tests

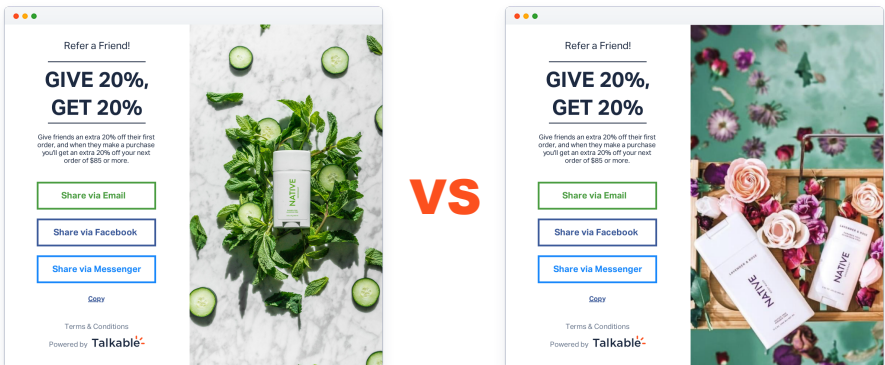
The customer acquisition cost for referral marketing is on average up to **40% lower than paid advertising CAC**.

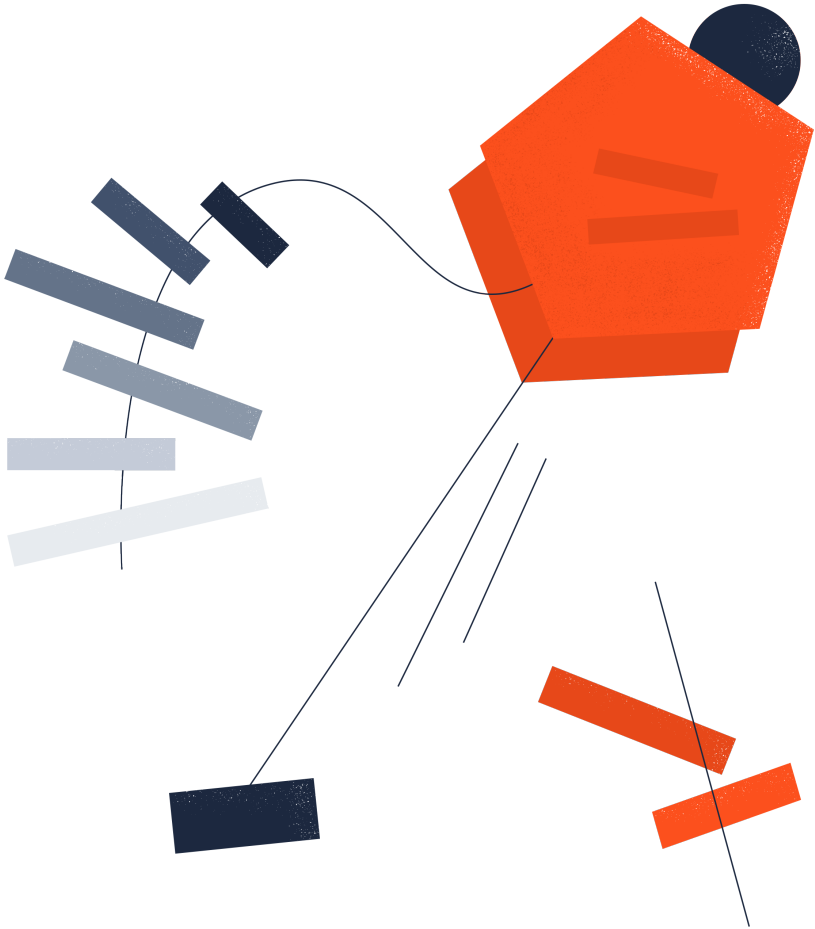
Don't take success for granted, however. In order to reach and exceed the average benchmarks for referral campaigns, you will have to do a lot of A/B testing.

If you decide to go with any other vendor as your referral growth partner or to develop a custom in-house solution, **make sure that you will be able to launch and analyze split tests**.

To know which A/B tests to run first, it's best to compare your first campaign metrics to industry benchmarks and start improving the your outliers.

In all other cases, the rule of thumb would be **start with the KPIs at the top of the funnel**.





Part 3: How to launch referral marketing in your company

Get to know your customers

When you're launching a referral marketing strategy, you have to take a moment to look at your target audience.

Unlike most other types of marketing, with referrals, you will have to define two different target audiences: one for your brand ambassadors and another for their friends. It's likely that these groups of people will have similar buyer profiles and value, but you will still have to use different approaches for each of them.

These are the crucial steps for defining customer portraits of potential advocates:

01

Identify and segment your most loyal customers

02

Learn as much as you can about their buying patterns

03

Try to find and break down the feedback they've given about your service

04

Identify how your referral program can complement their needs

05

Create a buyers profile, fill his personality, values, and how they communicate with their friends, family, and network.



Case study

The referral strategy we designed for Outdoor Research is a perfect example of how studying your target audience can enhance your campaign results.

Story

Outdoor Research is a niche brand of award-winning technical outdoor apparel and accessories. Their most loyal customers are professional athletes and adventurers.

A while ago, Outdoor Research has started a PRO program as a way to acknowledge the influencers who advocate for the brand within their niches.

Challenge

Outdoor Research wanted to find a cost-effective marketing channel that would help them with customer acquisition and with growing their PRO community at the same time.

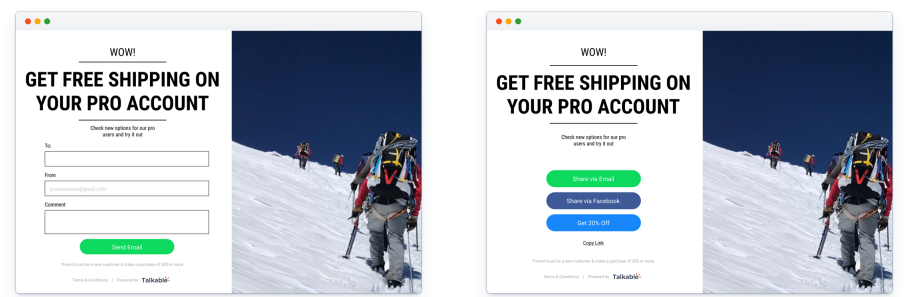


Fig. #7 Left to right: A/B test campaign screens

Solution

Since Talkable supports multiple campaigns for different customer segments at the same time, we designed and launched two separate referral campaigns

Results

The separate campaigns designed specifically for each customer segment showed an incredible increase for Outdoor Research’s KPIs:

600%	17%	7%
Return on investment	Advocacy rate(2x higher than average)	Higher LTV of referred customers

Marketing Team Roles

To launch referral marketing for your company, you will need people responsible for managing campaigns and adjusting tactics if something doesn't turn out as expected.

Here's a list of team roles you will have to fill if you want to develop your own software solution for running a referral program:

- **Team of developers (an architect, backend and frontend developers, iOS/Android developers)** — developing your own solution. You would need to involve a diverse team of developers for months just to develop and integrate the basic tools
- **Data scientist** — to study customers behaviors, make reports on campaigns performance, and interpret the data
- **Marketer**
- **Copywriter**
- **Designer** — for redesigning your layouts for A/B testing

On the other hand, with Talkable, you can do all these things with just one marketing hire fully dedicated to managing referrals. Talkable's solution allows any marketer with absolutely no programming knowledge or designer skills to launch, manage, and analyze campaigns and A/B tests within an intuitive interface.

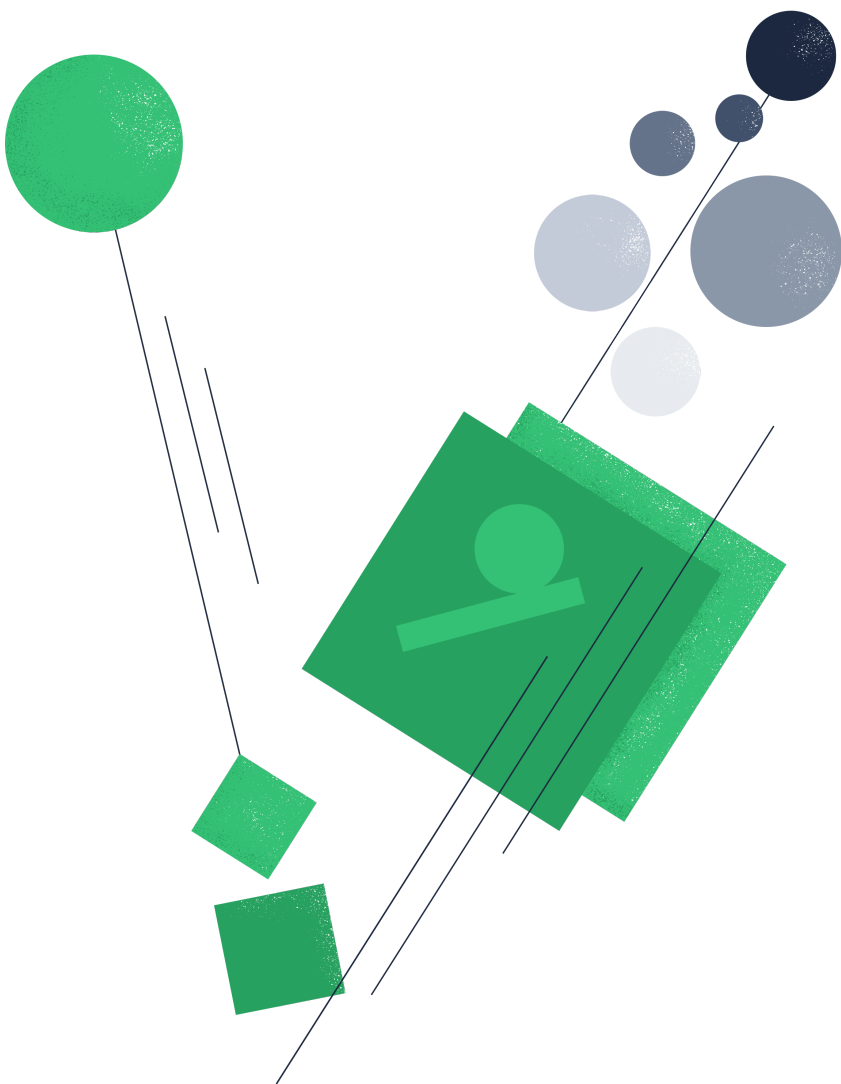
The only time you'll need developers is when you integrate Talkable to your system. Our in-house marketing experts and growth partners will do the rest of the work for you.

Checklist for choosing vendors

If for whatever you don't choose Talkable as your referral software vendor, we still would not recommend developing your own system, since it would be more expensive and less effective than going for ready-built solution.

Here's a checklist of things you should pay attention to when choosing your referral software: A team with deep expert knowledge in referral marketing that can provide training and support:

- ☐ Software which integrates with your system
- ☐ The ability to segment your customer base and adjust campaigns for different segments
- ☐ Capacity to support multiple campaigns at a time
- ☐ Ability to offer different types of incentives
- ☐ A/B testing tools that don't require involving designers and developers for launching
- ☐ Dedication to data-driven approaches
- ☐ Advanced data analytics options
- ☐ Support for leaderboard campaigns and loyalty programs
- ☐ Efficient fraud-prevention services



Part 4: The Worksheet

Build your first referral strategy

Target audience	Advocates	Friends
Personality		
Lifestyle		
Why they love your product		
Wants & needs		
Preferred channels		
Placements	<input type="checkbox"/> Standalone <input type="checkbox"/> Floating Widget	<input type="checkbox"/> Post-purchase <input type="checkbox"/> Reward Gleam
What's your AOV?		
Incentives	Advocates	Friends
Option A		
Option B		
Invite message channel 1		
Invite message channel 2		
Follow-ups if friend doesn't open invite	Days past	Message

First campaign results

KPI	Benchmark	Your result
Advocacy	10-15%	
Share rate	1.5-3%	
Clicks	30-45%	
Visits	30-35%	
Conversion	30-50%	

Best Performing channel

- ☐ Facebook
- ☐ Email
- ☐ Link sharing
- ☐ Twitter
- ☐ WhatsApp

Burst campaigns

	Date	Campaign name
Quarter 1		
Quarter 2		
Quarter 3		
Quarter 4		

Campaign Optimization Plan

KPI that needs to be improved		
Hypothesis		
A/B testing	Variant A	Variant B
KPI that needs to be improved		
Hypothesis		
A/B testing	Variant A	Variant B
KPI that needs to be improved		
Hypothesis		
A/B testing	Variant A	Variant B



Bonus reading
and tools

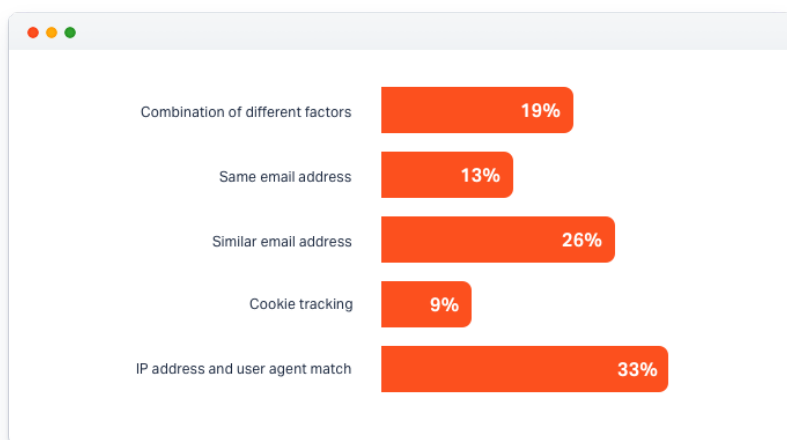
Why fraud-prevention is important

There are two types of fraud in referral marketing which you're most likely to encounter: account cycling and self-referrals.

Account cycling — users cancel their subscription and register new accounts as soon as their offer runs out; most common with subscription services.

Self-referrals — users create multiple fake accounts to take advantage of your offer without actually sharing with new people.

There are many ways to detect fraud. Here are the most common fraud indicators we see with our clients' campaigns at Talkable:



An example of how significant fraud issues can be is [Pura Vida](#).

Before switching to Talkable, Pura Vida had been using a different vendor's software which wasn't able to detect and prevent 100% of fraud.

After we inspected their data logs, we were shocked to find out **that 40% of all transactions their prior vendor claimed were driven by referrals were actually fraudulent.**

Useful links

1. [Pura Vida case study](#)
2. [Rhinoshield case study](#)
3. [James Allen case study](#)
4. [Talkable's Complete Guide on Referral Marketing](#)
5. [Referral Revenue Calculator](#)



Talkable is a leading referral marketing platform that helps marketers easily build, test, and analyze referral marketing campaigns.

We help you leverage the science behind referrals to generate top-performing referral programs and acquire new customers.

Talkable's Referral Marketing Platform Is Used To:

- Acquire high-value clients at a low cost
- Drive more sales and increase revenue
- Increase newsletter sign-ups
- Boost customer retention and brand loyalty
- Identify, target, and reward your most valuable customers through in-depth data analysis



We're very pleased with the type of traffic coming in and, from a management perspective of the program, we're very pleased with how that's being run. Personally, it's nice to see all the tests that we're doing and how we're optimizing and landing on the right formula here.



Shannon Delany, Director of Communications



JAMES ALLEN

[Book a Demo](#)