Omni Channel Program and Design Management June 6, 2020

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objectives

Demonstrate modern design tools and program management tools

Incorporate Email and Omni Channel Strategies

Create Design Foward Collaboration and Ideation Development

Link to more effective Omni Channel Cross Platform Resources

Gather and tag content to maximize Analytics, Tracking, Audience Building Retargeting Facebook / Google Tag / Amazon

Personalize, develop agency and proactive messaging and thoughtful audience segmentation tools

audience

Designers, Content Creators, Writers, QA and Program Management Testing Managers

Tools demonstrated are easy to use, low code and can be set up with very little to no cost

Serving and deployment are secure and fully compliant with PCI rules and regulations

Automation and Localization Strategies are critical for Scaling and Globalization Management

tools

Webflow

A low code comping and publishing environment that assists with Vanilla / CSS / JS - not used in email. Source Set High Retina Image Scaling - Web Page, Tablet, Mobile, and Commerce Friendly SSL published URLs

Udesly Converter

Will automatically convert clean code design to Native / Git managed Endpoint and Continuous Integration

Netlify

Watchful Repository management and code tool
Real Time Deployment / Scaling
Personalization / SSL hosting
Globalization Endpoints and API integration management

Zapier / Integromat API Webhook Managers

Event based triggers that can push analytics, forms and data transfers to API managed endpoints Real Time transaction based events: Location, Analytics, Tracking, Transaction, Forms

Mailchimp Inliner

Inline Static CSS

Can be used in Salesforce Marketing Cloud, or other like IEP

ISSUES TOOLS RESOLVE:

Demandware / Commerce Marketing Cloud Hosted images are often lo res and rasterize to lowest pixel available

Email load that needs to pull from Salesforce Servers are often slow

Emails that are global cannot be scaled or trigger utilizing location/personalization tags and events

Secure SSL enables e commerce checkout endpoint triggered by email / marketing campaign

Real Time syncing and password retrieval to (absent) CRM and Marketing endpoint that is FTP/Chron synced

Omni Channel Evergreen Media/Asset Management for non Salesforce Jump Campaigns and Segmentation Drivers

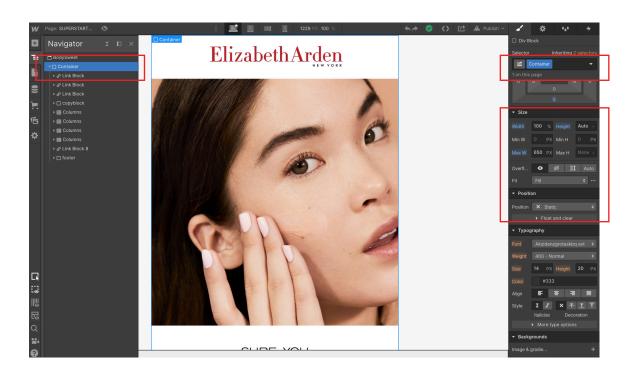
webflow

Webflow

Use static block level elements

Set Max Width 650 pixels

Use Vanilla Media Breaks to make email mobile responsive



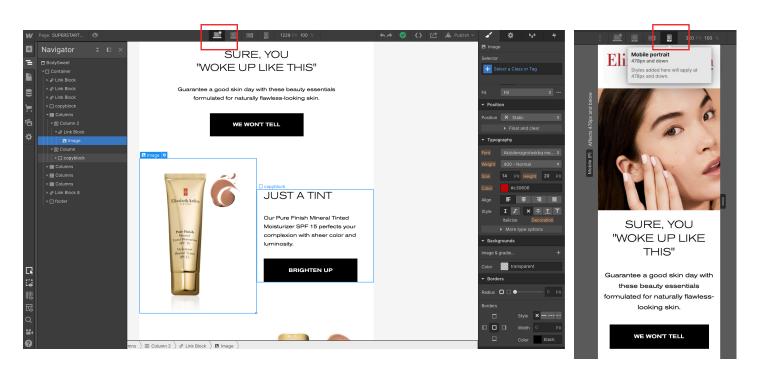
webflow

Webflow

Set rows and Mobile Views with responsive UI styles

Responsive styles must be CSS

Email will not accept JS

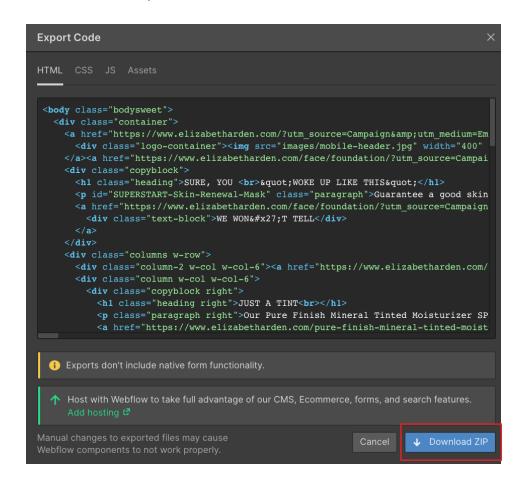


export code

Export

Export CSS / JS / HTML

You will need to strip out head / JS



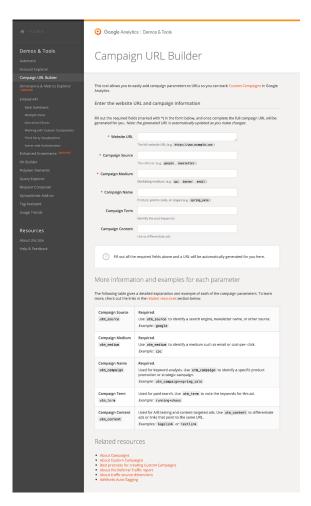
utm tagging

Set up Campaign and Omni Channel Tracking

Content and Pixel Tracking is set up

Set up Content and User Journeys from Email, Call to Action, Landing and Jump Pages

SSL hosted endpoints and Personalization integrations to CRM and ID tagging set up



utm tags are added in Webflow / CDN
event containers are set up in Google Tag Manager

Social Campaigns and Targeted ads are linked to UTM in Facebook Business Manager

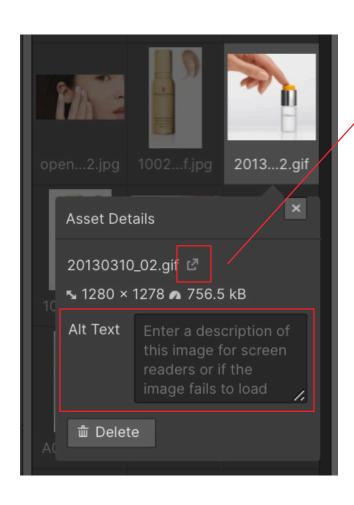
image cdn

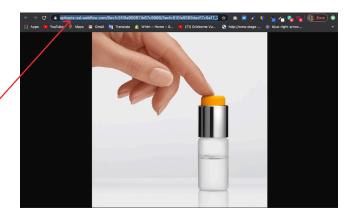
Source Set / High Res Image Management

Upload as is images under 2500 MB

Copy URLs that include Evergreen Web, Tablet, Mobile Optimized Publishing.

Can host articles, images, GIFs, Media, API links to live RESTful feeds and webhook management





unique evergreen url

can be accessed in simultaneous pixel tracked Omni Channel workflows:

Salesforce Campaign can Pixel link via Google Tag/UTM parameters in Product Feeds, Social Campaigns and load once with Email Publish.

https://uploads-ssl.webflow.com/5ecfc910fa956911b-67c9986/5ecfc910fa9569ded17c9a17_20130310_02.gif

Alt Text

Manages, ADA Compliance, and Machine Index, Category Search, FB and Twitter # Weighting

inline css

Mailchimp Static Email Inliner

Insert Inline CSS into top of static HTML code

Test on Litmus for Responsive CSS based Media Breaks and Email Provider Compliance

Remove <header></header>, any <script></script>

Include all css in <style></style>

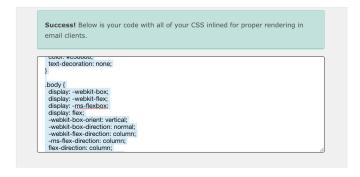
Links

Email Inliner https://templates.mailchimp.com/resources/inline-css/

Compliance Chart https://templates.mailchimp.com/resources/email-client-css-support/







copy

Use in Salesforce (or other Marketing, CRM workflow)

UTM / Compliance / ADA tagging travel with image, styled static html content

links

Webflow

Export Static CSS / HTML

Remove head

Add CSS inline style tags

Convert in Mailchimp Inliner

Test using Testing Tools ie:

Litmus

Taxi for Emails

Publish to your IEP:

Salesforce Marketing Cloud Adobe Experience Marketing Cloud Mailchimp Braze Constant Contact

Links

Webflow https://webflow.com/

Litmus https://www.litmus.com/

Taxi for Emails (Salesforce integration) https://taxiforemail.com/blog/salesforce-marketing-cloud-sfmc-exact-target-wysiwyg/

Email Inliner https://templates.mailchimp.com/resources/inline-css/

Compliance Chart https://templates.mailchimp.com/resources/email-client-css-support/

UTM Parameter Content Management https://ga-dev-tools.appspot.com/campaign-url-builder/

tracking

Set up Analytics

Set up Catalog

Link to Google Tag Manager

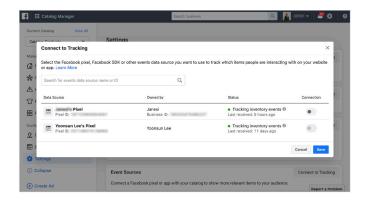
Link to Google Merchant Account

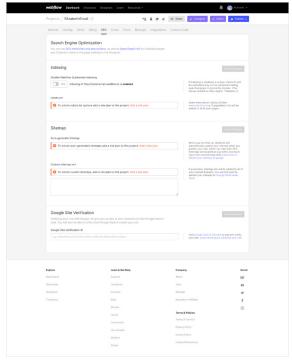
Link to Amazon Search and Merchant Account

Include Google, FB, Twitter IDs in Globals of Template

Links

Setting up Facebook Business https://business.facebook.com/business/help/
Google Merchant Account https://www.google.com/intl/en_us/retail/get-started/
Google Tag Manager https://support.google.com/tagmanager/
Amazon Merchant Account https://sellercentral.amazon.com/





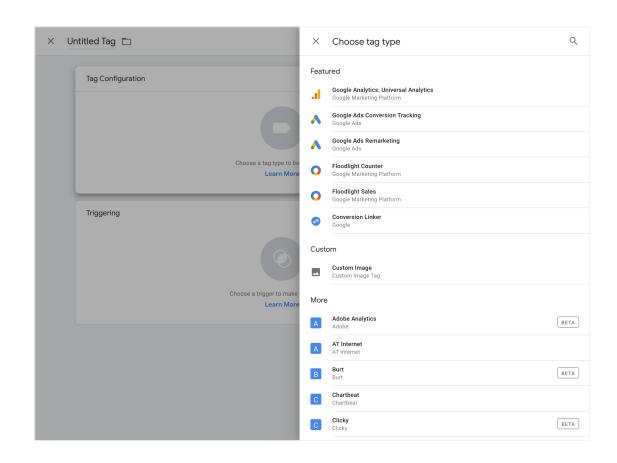
analytics

Google Dashboard

Create a container and link to UTM Campaign

Links

Setting up Facebook Business https://business.facebook.com/business/help/
Google Merchant Account https://www.google.com/intl/en_us/retail/get-started/
Google Tag Manager https://support.google.com/tagmanager/
Amazon Merchant Account https://sellercentral.amazon.com/



webhooks

Link tracked events to API hooks in Webflow/CRM/CMS

Create Live syncing using Zapier, Integromat, Automation

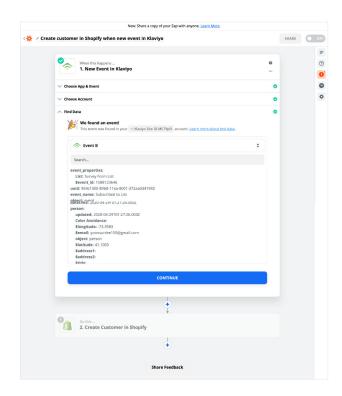
Update PIM / Customer Tagging / Forms with real time user management

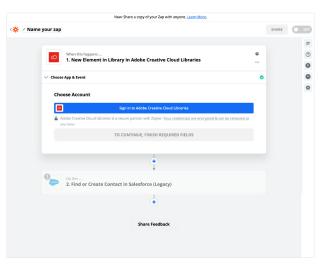
Links

Zapier https://zapier.com/

Integromat https://www.integromat.com/en/

Weblow API https://developers.webflow.com/





continuous integration/identity

Git managed Asset Management and Source Control

AGILE / Project Management

Trello / Project Management

Repository to Real Time Live Deployment

Functions and Automatic Scaling

Export Fonts/Media/Static Code from Webflow, use in Source Control AGILE product development lifecycles

Include Vanilla Templates in E Commerce, CRM, CMS, Blogging, Newsletter, Email Campaign Management

Netlify

Hosting and Deploy https://www.netlify.com/products/build/

Functions https://www.netlify.com/products/functions/

Forms https://www.netlify.com/products/forms/

 $\textbf{Authentication} \quad \text{https://docs.netlify.com/visitor-access/identity/\#enable-identity-in-the-ui}$

Token Managed Entitlement / Real Time Moderation

PCI AND HIPAA Compliant

Scalable Role Based Identity with Localization/Globalization Endpoints

Revlon









https://revlonemail.netlify.app/revloninline.html https://eabaseemailb.webflow.io/lights-camera-selfie https://eabaseemailb.webflow.io/ceramide-essentials https://eabaseemailb.webflow.io/

Cinemax

Launch
Rebrand
Audience Development
Asset Management set up and development
Content Curation
Affiliate Approvals and Partnership
Analytics
IEP Compliance / QA Testing





https://cmaxnews.netlify.app/ https://cmax1224.netlify.app/

HBO

Launch
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Audience Development
Asset Management set up and development
Content Curation
Affiliate Approvals and Partnership
Analytics
IEP Compliance / QA Testing





https://hboemail.netlify.app/ https://hboemail1224.netlify.app/