

Automate Your Campaign Creation: Leveraging Salesforce Screenflows for Multi-Channel Success



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SANDL=R



Agenda



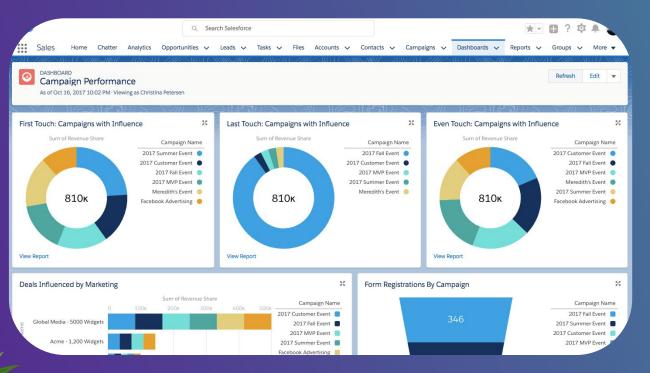
- Mastering Account Engagement and Campaign Influence
- Campaign Creation & adding campaign members: A Look Back at the "Old School" Method
- Crafting the Perfect Recipe:
 Ingredients & the Secret Sauce
- Demo: The Future of Campaign
 Automation at Your Fingertips

Mastering Account Engagement and Campaign Influence





Account Engagement and Campaign Influence



- First touch—This model gives 100% of the credit to the first campaign a prospect interacts with. It's useful for understanding which campaigns are best at capturing initial interest.
- Even distribution—In this model, we equally distribute credit across all campaigns a prospect has engaged with. It provides a balanced view of how multiple campaigns work together.
- Last touch—The opposite of First-Touch, this model credits the final campaign that a prospect interacts with before becoming an opportunity. This shows what closes the deal

Campaign Creation & adding campaign members: A Look Back at the "Old School" Method





Campaign & Member Creation Process

A parent campaign hierarchy

Creating your marketing child campaigns & member statuses

Adding prospects (leads & contacts) to campaigns with their status



A parent campaign hierarchy

Let's say our annual marketing plan allows for most of the standard channels, our parent structure could look like





Creating your marketing child campaigns and member statuses

Before we can start adding Prospects (Leads & Contacts) to Salesforce Campaigns, we need to create them including their respective member statuses:

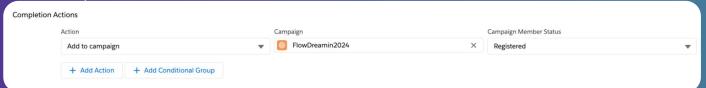
	*= Required Informati
Campaign Owner	Parent Campaign
Claudia Hoops	Events 2024 ×
*Campaign Name	Campaign Level
Clauddreamin_2024	
Long Campaign Name	Budgeted Cost in Campaign
Clauddreamin_2024_Renew27_10_24	\$50,000
Active	Actual Cost in Campaign
Туре	Expected Revenue in Campaign
Event	•
Status	Expected Response (%)
Planned	▼ 0.00%
Start Date	Target Industry
End Date	Target Audience
	₩ New lead generation
Num Sent in Campaign	Short Target Audience
0	Renew

Campaign Member Statuses (6)					
Member Status	Is Default	Responded	Last Modified Date		
Attended		~	10/27/2024, 12:55 PM		
Clicked		✓	10/27/2024, 12:55 PM		
Invited	✓		10/27/2024, 12:55 PM		
No Show		~	10/27/2024, 12:55 PM		
Opened		✓	10/27/2024, 12:55 PM		
Registered		~	10/27/2024, 12:55 PM		
View All					



Adding Account Engagement Prospects (Leads & Contacts) to Campaigns with their status

...via Completion Actions



- Forms/Handlers
- Emails
- Page Actions
- Custom Redirects
- Files

...Automation Rules

Match Type* Match all Match any
Automation Rules are retroactive and affect all prospects that meet the selected criteria.

Prospect form FlowDreamin2024 was completed successfully

+ Add new rule + Add new rule group

Actions

Add to CRM Campaign FlowDreamin2024 Registered Conly campaigns that are connected to a Salesforce campaign appear. To connect a campaign, go to the Campaigns tab.

...or Engagement Studio

←	ADD TO SALESFORCE CAMPAIGN	Cance		
Add to Sales	force Campaign			
FlowDreamin2024		x ▼		
with status				
Registered		x v		
When?				
Immedia	itely			
○ Wait				
✓ Save				



Now...

I'm planning an event called **Clauddreamin_2024** and I'm looking to advertise it via **Email**, my **Website**, via **Google Paid Search**, as well as on **LinkedIn**, in total on 4 different channels. While choosing the channels, I also decide running the event via multiple campaign types, for example on **LinkedIn** via **Organic Posts** and **Sponsored Content**.





That means I have to create...



5x campaigns for Clauddreamin:

- Account Engagement
- Website/Organic Search
- Google Paid Search
- LinkedIn Organic Social
- LinkedIn Sponsored Content



1x form & LP per campaign & to ensure prospects are added to the right campaign

- Add to Account Engagement campaign
- Add to the Website campaign
- Add to the Google Ads campaign
- Add to the LinkedIn Organic Social campaign
- Add to the LinkedIn Sponsored Content campaign

P.S. Not to mention the additional completion actions like sending a confirmation email, adding prospects to lists or adding scoring points...

...and then I need to change a field....on all forms...



Thinking about that,
I will probably look like this



So there's got to be a better way...





Crafting the Perfect Recipe: Ingredients & the Secret Sauce





URL Tracking Parameters

Some of you might have worked with UTM parameters in your URL to understand in Google Analytics where your website traffic comes from. We are using this to automate the campaign naming convention and custom URL creation:

- UTM Source: Lead Source or Channel
- UTM Medium: Campaign Type
- UTM Campaign: Campaign Name
- UTM Content: Optional (Specifies what was clicked to get to the page)
- UTM Term: Optional (Used for paid search campaigns to track keywords)

Additionally, we are adding in two extra parameters in order to automate adding prospects (lead and contacts) to campaigns using the correct member status:

- SF Campaign ID: Created and added during Campaign creation process
- Member Status: Chosen and created during Campaign creation process



Examples in Action

UTM Source (Channel)

- 1. MCAE
- 2. SFMC
- 3. MCG
- 1. Facebook
- 2. LinkedIn
- 3. X
- 4. Instagram
- 5. TikTok

- 1. Names of webinars
- 2. Names of events

UTM Medium (Type)

- 1. Email
- 2. Nurture

- 1. OrganicSocial
- 2. PaidSocial
- 3. Sponsored Content
- 4. Display Advertising

- 1. Event
- 2. Webinar

Member Status

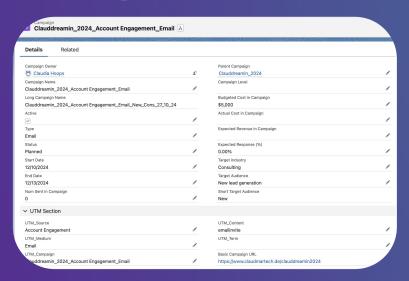
- Sent
- Opened
- Clicked
- Downloaded Whitepaper
- Completed Form

- Viewed
- Clicked
- Completed Form

- Invited
- Registered
- Attended
- No Show
- On Demand



Examples in Action



UTM Tracked URL

https://www.claudmartech.de/clauddreami n2024?

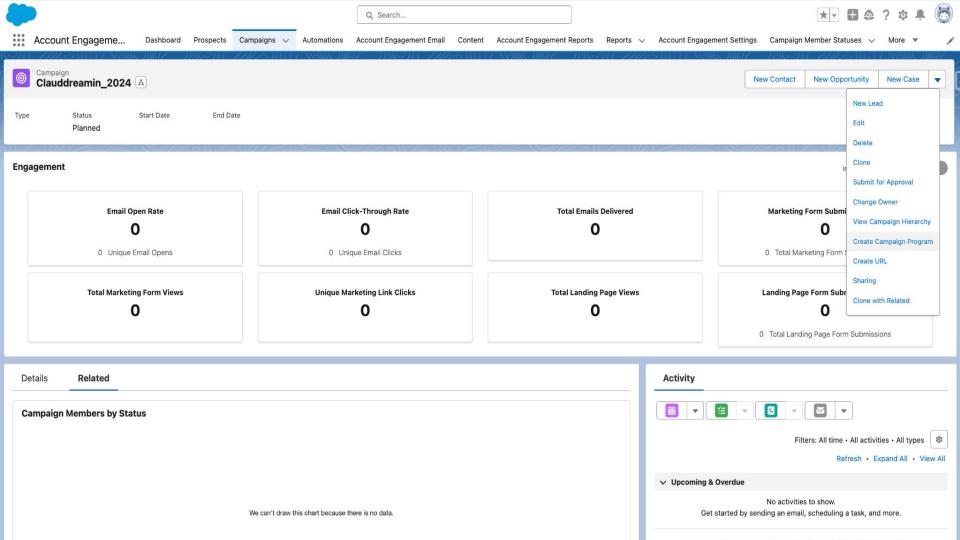
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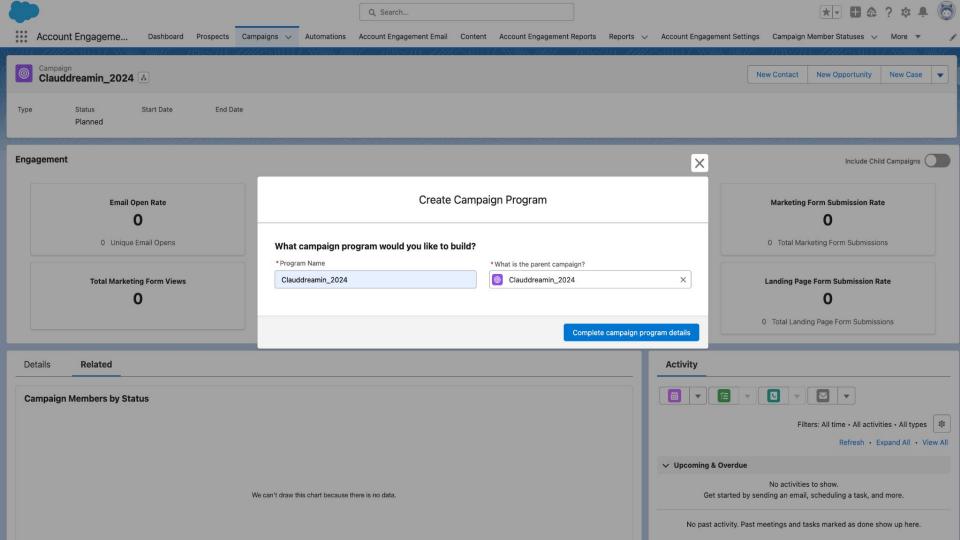


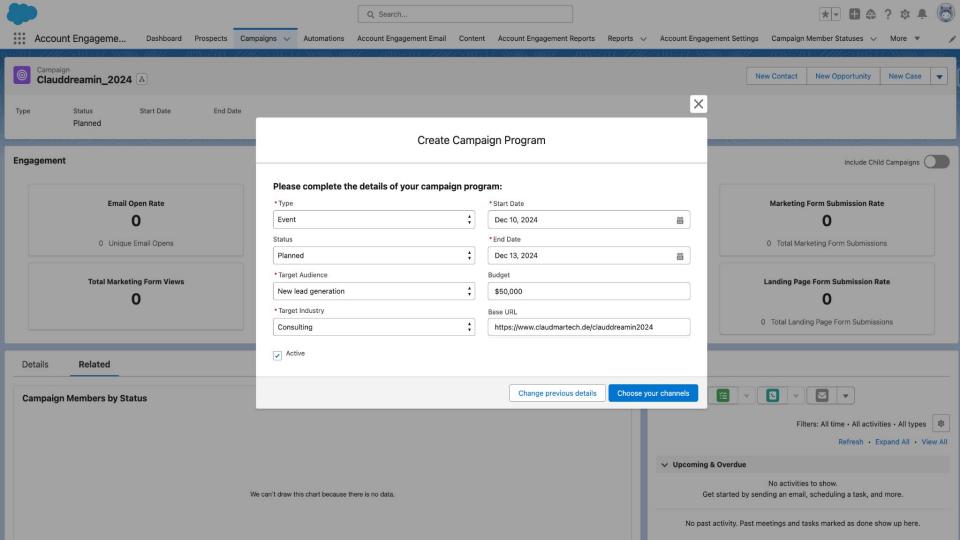
Campaign Member Statuses (6) New Change Default Status				
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		View All		

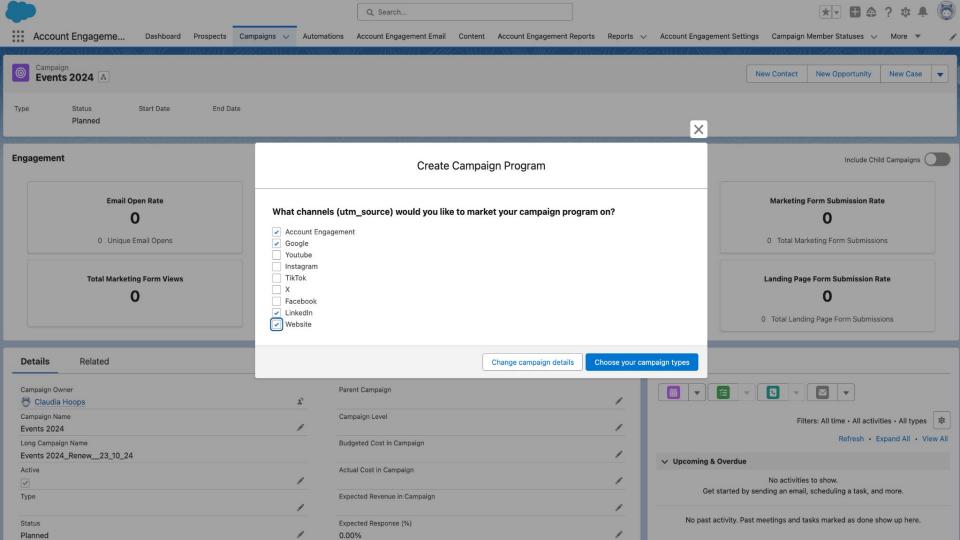
Demo: The Future of Automation at Your Fingertips

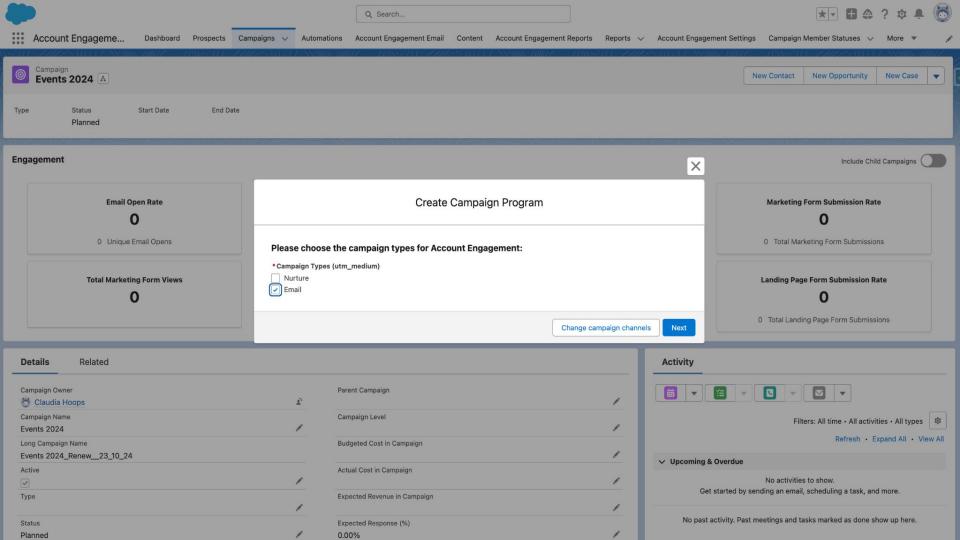


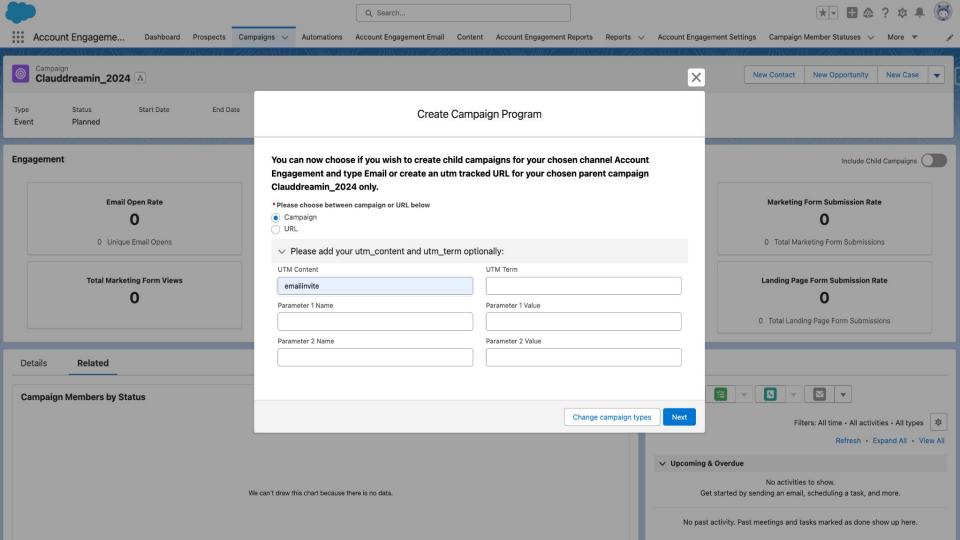


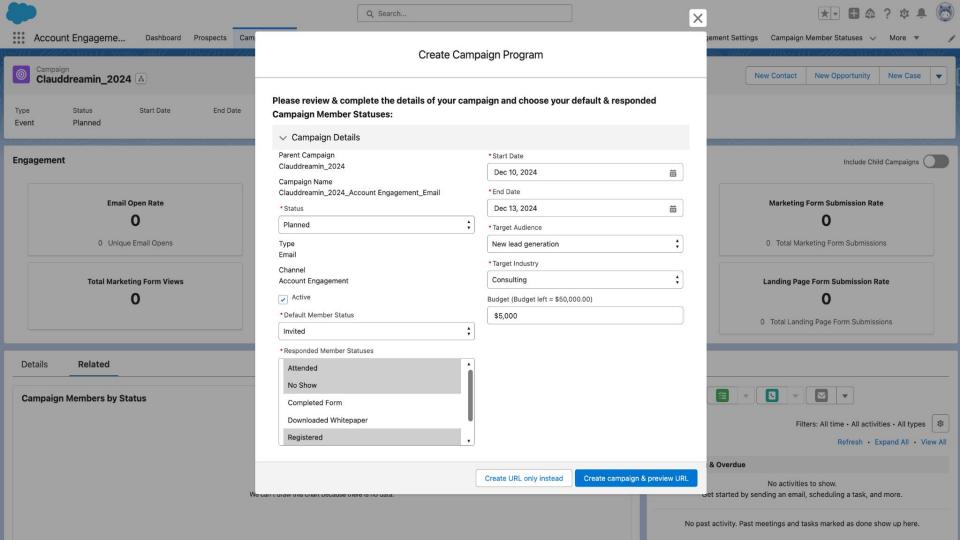


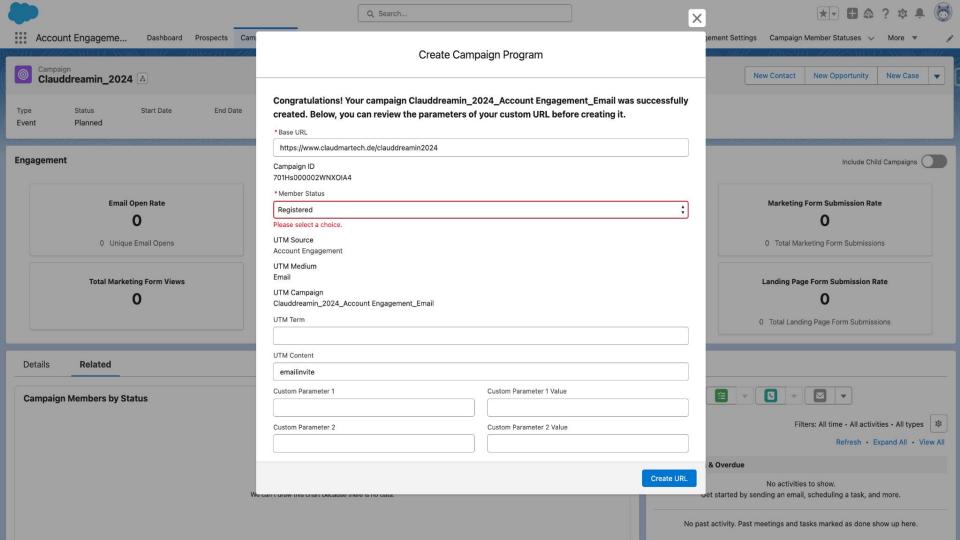


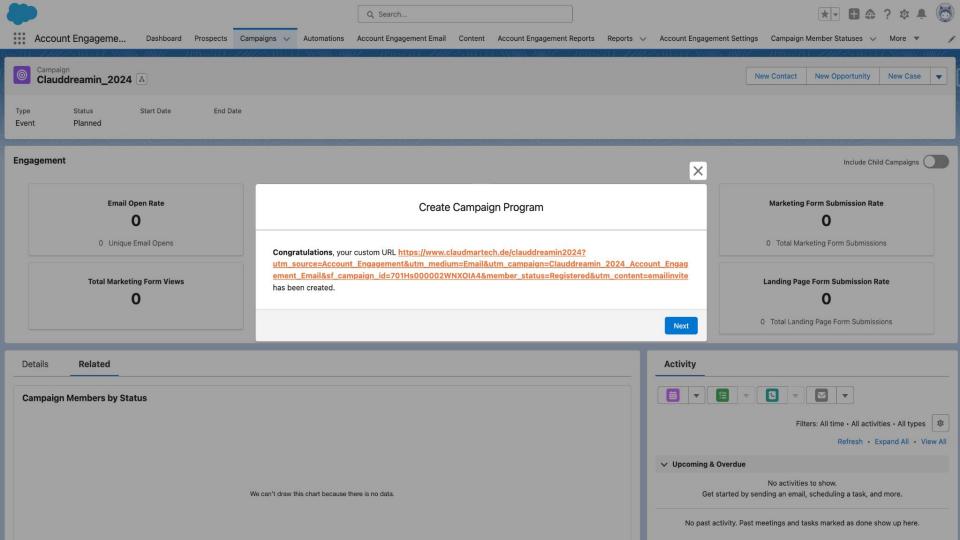


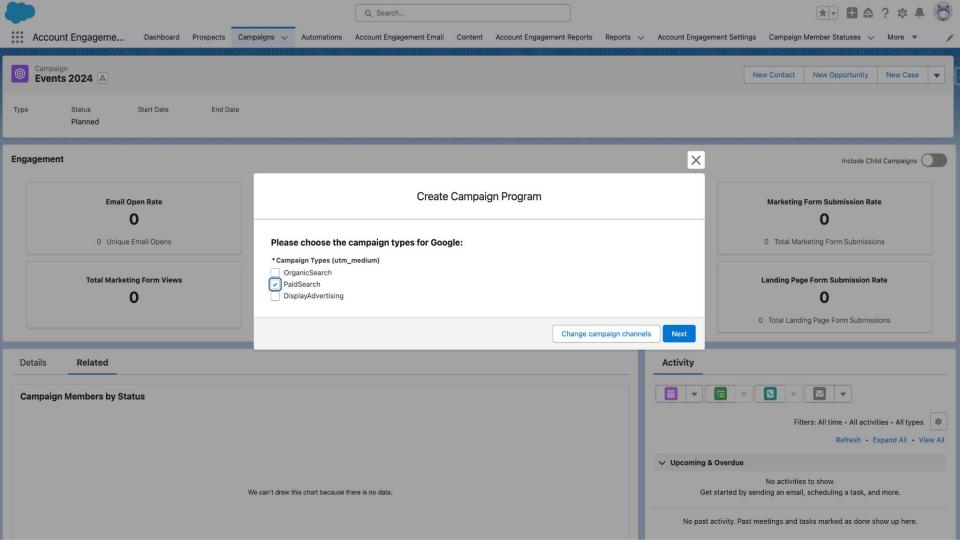


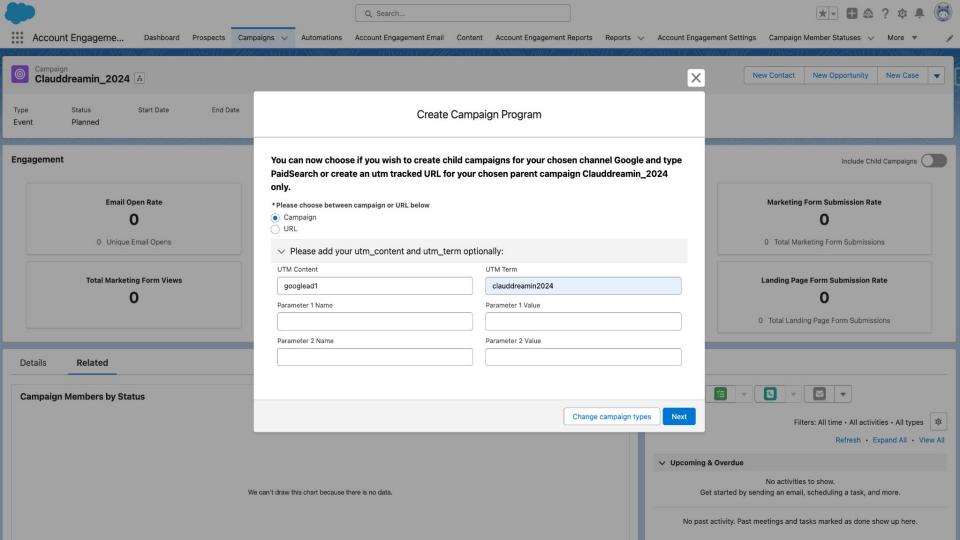


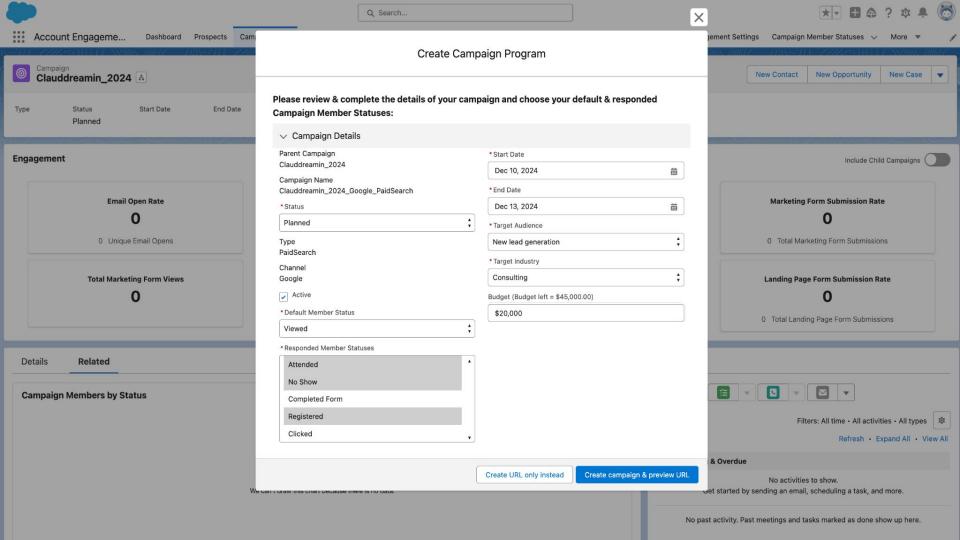


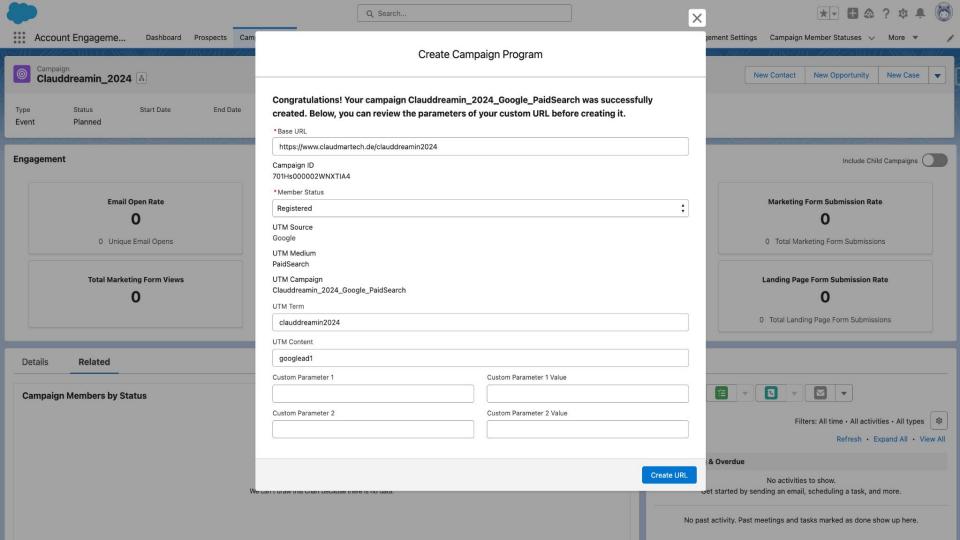


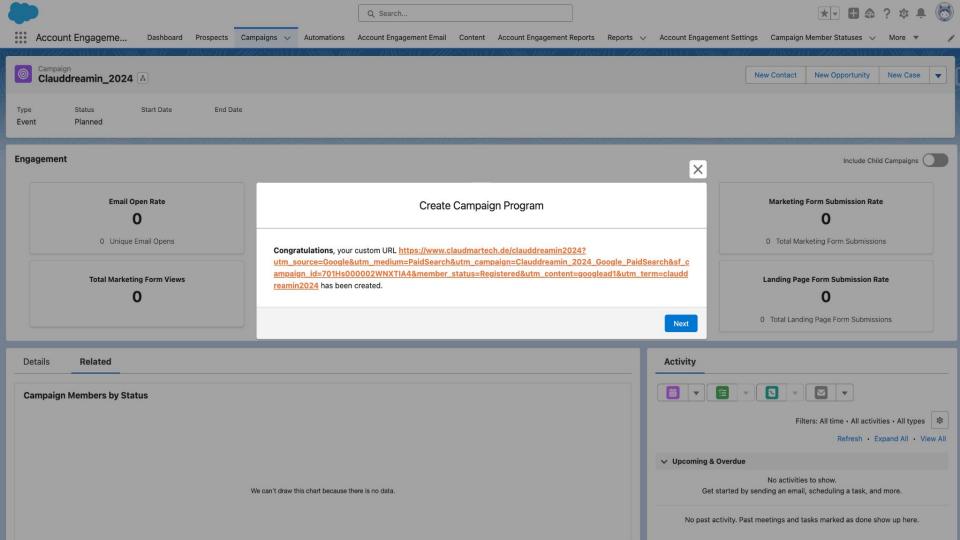


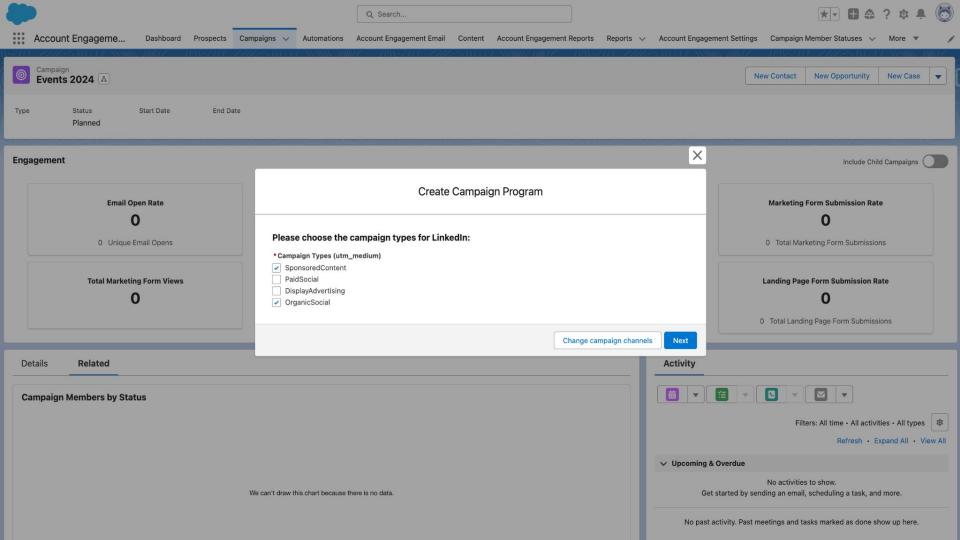








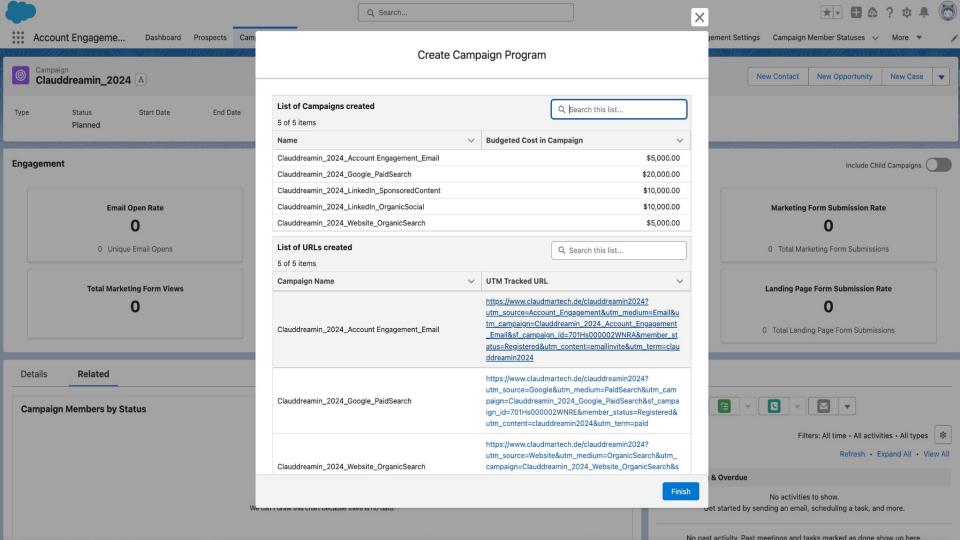




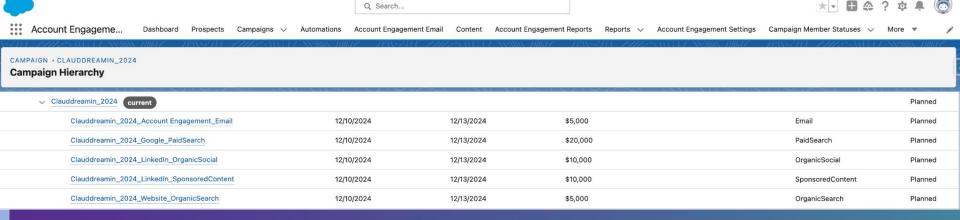
...et voilá...

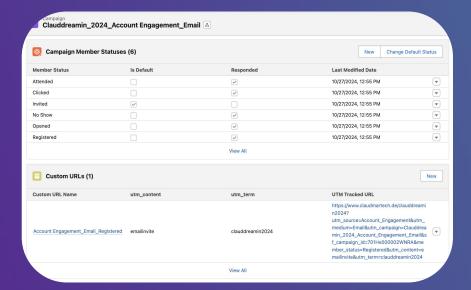


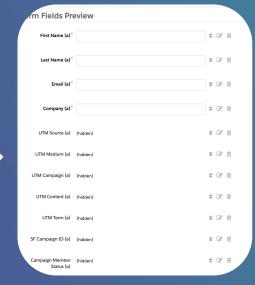




















Summary

- **Channel & Campaign Setup:** With one Screenflow, we identified all event channels, campaign types, and member statuses.
- Automated Campaign Creation: The flow created all necessary Salesforce campaigns with custom landing page URLs and tracking parameters ready to use.
- **Seamless Tracking:** Embedded UTM values within landing pages allow for accurate tracking across channels.
- Auto-Assignment of Leads & Contacts: Leads & Contacts can now be added automatically to campaigns with pre-set member statuses.

Questions?



