

A/B TESTING



THE MOST POWERFUL WAY TO
TURN CLICKS INTO CUSTOMERS

DAN SIROKER

PETE KOOMEN

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Chapter 1

How A/B Testing Helped Win the White House—Twice

The \$57 Million Button

It was 2007 when then-Senator Barack Obama was running for President, and no one but the *Des Moines Register* seemed to think he had a chance of winning the Democratic primary.

DAN: I was a product manager at Google at the time, and I'd seen Obama speak at our headquarters several weeks prior to the primary election. “I am a big believer in reason and facts and evidence and science and feedback—everything that allows you to do what you do. That's what we should be doing in our government,” Obama told the packed auditorium. “I think that many of you can help me, so I want you to be involved.” He probably meant that he wanted donations, or maybe votes, but I took him literally. I took a leave of absence from Google initially and eventually quit my job to move from California to Chicago to join the campaign.

I joined what was being called the “new media” team. They used the phrase “new media” because it encompassed everything that didn't typically fit into traditional political campaigns: email, social media, blogging, SMS, and the web. The team had competent bloggers, designers, and email copywriters; I wondered where I might be able to make an impact.

One thing stood out to me: a red button.

Online donations to the campaign came from subscribers to the email newsletter; subscriptions for this came from the campaign website's signup form; and the signup form came as a result of clicking a red button that said “Sign Up.” This was the gateway through which all of Obama's email supporters had to pass; it all came down to one button. So, one simple, humble question immediately became pivotal.

Is This the Right Button?

Is this our *best* chance to get every single supporter, and every single dollar, that we possibly can?

I had zero political experience at the time, and little clout within the organization. I didn't have a politico's intuition about what the button or the image above it should look like—nor the persuasive rhetoric required to run any proposed improvements up the chain of command. All I had was one insistent question: *Is this button the*

absolute best?—and the desire to find the answer. There was only one way to know for certain.

Knowing little about politics or why certain words and images might be more moving or more effective than others, I suggested experimenting to figure out what worked to drive the most signups. Our team tested four different labels for the button (“Sign Up,” “Sign Up Now,” “Join Us Now,” and “Learn More”) and six different media (images and videos) above it to see which combination induced the most visitors to engage and sign up.

Our team took bets on which variation (Figures 1.1 through 1.3) would perform best at garnering email signups. Most folks put their money on “Sam’s Video,” a compilation of some of the most powerful moments in Obama’s speeches. We assumed *any* video—with not just Obama’s image, but his voice and message—would lead more people to enter their email addresses than a simple static image would.

Figure 1.1 The original splash page we set out to optimize at the Obama campaign in 2008.

Source: Optimizely.



Figure 1.2 The button variations we tested.

Source: Optimizely.
ORIGINAL



VARIATIONS

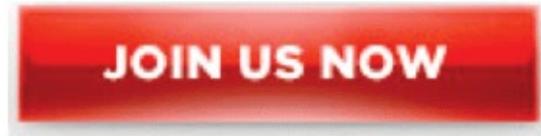


Figure 1.3 The media variations we tested.

Source: Optimizely.
IMAGES



VIDEOS

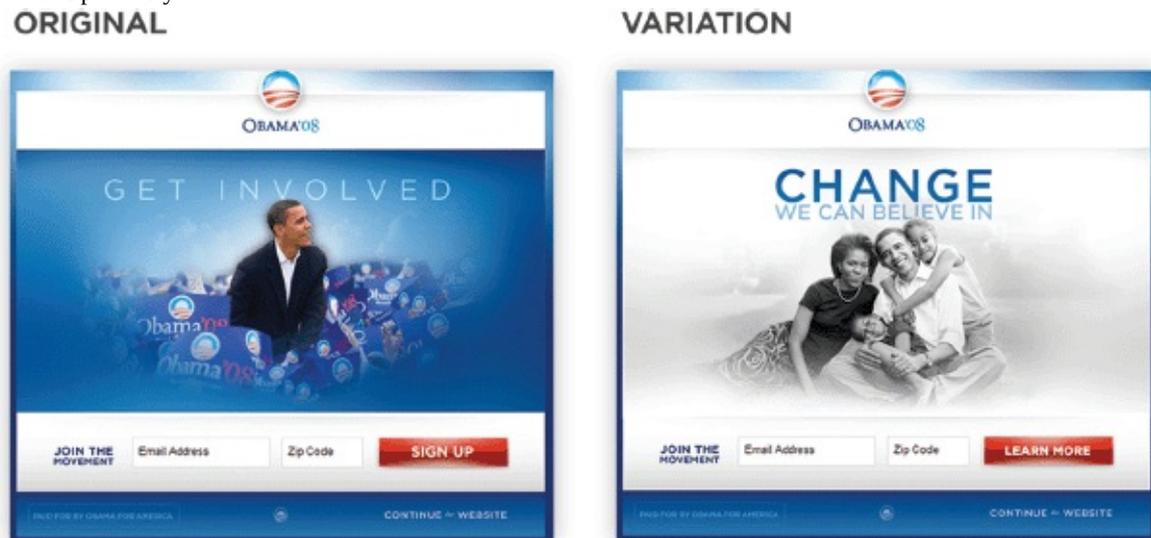


Boy, were we wrong.

In fact, not only “Sam's Video” but *every* video dramatically underperformed *every* image. Even more dramatically, one image-and-button combination in particular stood head and shoulders above the original ([Figure 1.4](#)).

Figure 1.4 A side-by-side comparison of the original and winning variation of the splash page at the 2008 Obama campaign.

Source: Optimizely.



A combination of the “Family Image” and the “Learn More” button improved the signup rate by a staggering 40.6 percent. Over the course of the campaign, that 40.6 percent lift in signups translated to 2.8 million more email subscribers, 288,000 more volunteers, and—perhaps most important of all—an additional *\$57 million* in donations.

Obama went on, with an enormous lead in dollars and supporters raised online, to win the election. He was buoyed by a team willing to *test everything* and to *listen to the data* even when it surprised them the most.

A small, simple question about a small red button had been answered conclusively with a straightforward experiment. But in its place loomed another question, just as simple and just as insistent:

“Why aren't more people doing this?”

The Age of Testing

The answer, in short, was that the commercially available tools at the time required heavy involvement from software engineers to run experiments. For all of the spectacular gains that website testing enabled at the Obama campaign—as well as at big-tech players like Google and Amazon—it was still a highly technical practice. It was simply out of reach for most businesses that didn't have the know-how and a dedicated in-house team, and prohibitively difficult even for many that did. But why did this have to remain the case? Why couldn't *every* organization have access to these tools?

I joined up with my fellow Google product manager, Pete Koomen, and in 2010 the two of us struck off on our own to help do just that. What we built as a result is Optimizely, a website optimization platform that makes it easy for *any* organization, from a one-person startup to a Fortune 100 firm, to do what the Obama team did on

the road to the White House—with no degrees in statistics or dedicated engineering team required.

Over the past several years, a range of new tools has emerged to make this online testing and optimization practice—**A/B testing**, as it is known—easier and faster. The concept of A/B testing is simple: show different variations of your website to different people and measure which variation is the most effective at turning them into customers. If each visitor to your website is randomly shown one of these variations and you do this over the same period of time, then you've created a controlled experiment known as an *A/B test*. A/B testing has gone from a secret weapon within the purview of only a handful of tech companies to an increasingly ubiquitous and critical part of doing business online.

This sea change in the way companies are conducting online business and marketing is perhaps best illustrated by taking a glance at the election cycle that came next: the 2012 presidential race. There were some key differences between 2012 and 2008: the Obama campaign team had an intense testing program in place from day one and didn't need to be persuaded as to the mission-critical value of A/B testing. The other key difference: so did the opponent, Mitt Romney.

Leading publications from *TIME* to *The Atlantic* to *Businessweek* to *Forbes* wrote about the 2012 presidential campaign fundraising machines as being the most sophisticated, data-driven, and efficient organizations that politics had ever seen. And at the heart of this new reality was A/B testing.

Optimization for Everyone

Whether or not you have plans to run for office in the near future, whether you come from a huge organization or a team of one, and whether your background is in computer science or marketing, *you can make these same changes happen* in your own workplace.

In this book we'll tell the story of a number of different companies—what they tested, what they learned, and how testing has grown to become part of their mindset, values, and culture. We at Optimizely have been fortunate to witness this transformation take place time and again. Part of what we want to change is the notion that testing is something that only IT staff or developers can do, because nothing could be further from the truth. Anyone can conduct A/B testing, and it can affect—and infect—an entire organization.

This book is for anyone interested in building a culture of testing within his or her organization by being curious enough, brave enough, and humble enough to ask simple questions like “Is this red button the best?” and to experiment to find the answer. Through our experiences building Optimizely and through extensive contact with our own customers, we've come to understand very well the challenges that this group faces—a group that includes the following members at its core:

- Digital marketers and marketing managers
- Designers
- Product managers

- Software engineers
- Entrepreneurs
- Copywriters
- Growth hackers
- Data scientists

No matter your role or experience level, your seniority or budget, you'll come away from this book with a host of new ideas, as well as a seasoned understanding of the challenges—and advantages—involved in using data to drive your organization's growth and revenue. To help you get going, we'll start with some of the most common questions:

“How should we choose what to test?”

“How can my team and I adopt a sustainable testing process?”

“Where do we begin?”

This book takes you through dozens of real-world examples that show specifically how teams like yours have embraced A/B testing as a fundamental part of not only their day-to-day workflow, but their *creative* process as well. We examine dramatic successes, subtle differences, and surprising failures, and we reveal a wealth of ideas and actionable insights by looking through the eyes of the people and teams who discovered them.

Each case study serves to highlight different best (and worst) practices, and we've grouped our studies broadly based on common underlying themes. You can read them one after the other, or pick and choose targeted examples based on what you're looking for. At the end of each chapter, we've included a brisk “TL;DR” (too long; didn't read) condensation of the chapter's main points and key takeaways.

The tools are out there, and they're not hard to get or hard to use. All you need to do is start asking questions. Who knows where they might lead you?

Part I

Lessons Learned from 200,000 A/B Tests (and Counting)

Having worked with thousands of different organizations on hundreds of thousands of different A/B tests, we've been able to distill some of the key principles and insights that any tester or testing team should have in mind as they make their first forays into testing. Part I addresses some of the typical questions that you might have about jumping in, starting with perhaps the biggest: "Where do I begin?"

And that's exactly where we pick up next.

Chapter 2

What to Test

Optimization in Five Steps

The hardest part of A/B testing is determining what to test in the first place. Having worked with thousands of customers who do A/B testing every day, one of the most common questions we hear is, “Where do I begin?”

A mistake that some companies make is to start moving a bunch of levers around without clear planning upfront for what they're trying to optimize—and what will be impacted by those changes. It's tempting to just dive in and start changing parts of your homepage, or your product page, or your checkout page, without truly understanding the value that it's generating (or not generating) for your business.

Instead, we advise a purposeful and deliberate five-step process:

Step One: Define success

Step Two: Identify bottlenecks

Step Three: Construct a hypothesis

Step Four: Prioritize

Step Five: Test

This process begins with the most important question of all: *What is the purpose of your site?*

Step One: Define Success

Before you can determine which of your test's variations is the winner, you have to first decide how you're keeping score. To start A/B testing successfully, you need to answer a specific question: What is your website for? If you could make your website do *one* thing better, what would it do?

If the answer to that question isn't completely clear to you, there's a trick that might help. Imagine the following dialogue:

ALICE: “What do you want to achieve with A/B testing?”

BOB: “We don't know. We don't know what we want our website to do.”

ALICE: “Why don't you take it down?”

BOB: “Of course not! We need our website because it—”

And then Bob has the *aha!* moment that crystallizes his website's *raison d'être* : He can see reasons for the website deeper than “Everyone else has one, so we need one, too.”

Defining success in the context of A/B testing involves taking the answer to the question of your site's ultimate purpose and turning it into something more precise: *quantifiable success metrics*. Your success metrics are the specific numbers you hope will be improved by your tests.

It's fairly easy for an e-commerce business to define its success metrics in terms of revenue per visitor (though there are complexities and “gotchas” we'll discuss later), and for a fundraising website to define its success metrics in terms of average donation per visitor. Depending on your business model, defining your success metrics may be trickier.

For instance, Google's search engineers measure what they call *abandonment*, which is when a user leaves a search results page without clicking anything. Abandonment can be bad—perhaps none of the results looked helpful—but it can also be good—perhaps the results page itself was so informative that there was no need to click through to any of the pages.

[Figure 2.1](#) lists some of the most common success metrics for particular site types. Here we've broken websites down into four broad categories.

Figure 2.1 Table of conversion goals by site type.

SITE TYPE	COMMON CONVERSION & AGGREGATE GOALS
<p>E-Commerce A site that sells things for users to purchase online.</p>	<ul style="list-style-type: none"> • Completed purchase • Each step within the checkout funnel • Products added to cart • Product page views
<p>Media/Content A site focused on article or other content consumption.</p>	<ul style="list-style-type: none"> • Page views • Articles read • Bounce rate (when measuring within an A/B testing tool, this is often measured by seeing if the user clicked anywhere on the page)
<p>Lead Generation A site that acquires business through name capture.</p>	<ul style="list-style-type: none"> • Form completion • Clicks to a form page (links may read “Contact Us” for example)
<p>Donation A site aiming to collect donations.</p>	<ul style="list-style-type: none"> • Form completion • Clicks to a form page (links may read “Send a donation” for example)

Part of building out your testing strategy is identifying what constitutes—and does not constitute—a “conversion” for your particular site. In online terms, a conversion is the point at which a visitor takes the desired action on your website. Pinpointing the specific actions you want people to take most on your site and that are most critical to your business will lead you to the tests that have an impact.

Macroconversions, Microconversions, and Vanity Metrics

Author and digital marketing evangelist Avinash Kaushik makes the distinction between what he calls *macroconversions* —the metric most closely aligned with your site's primary *raison d'être*, as we discussed earlier—and *microconversions* —the other actions that users take on your site. While microconversions (things like clicking one button in a signup funnel, watching a video, or commenting on a blog post) may not be as immediately valuable or monetizeable as macroconversions, they can provide a tremendous amount of *indirect* value (provided they're not optimized at the expense of macroconversions).

A quick word of caution: sometimes a business can be lured into chasing “vanity metrics” that end up being distractions from the actual goal.

Consider a hypothetical business-to-business (B2B) software company's blog. The marketing team wants the blog to be a hub of thought leadership in their industry. Since they're A/B testing the main site, they decide to start optimizing the blog, too. On the main site, their aim is clear: to use A/B testing to help drive more free trial signups. Defining quantifiable goals for the blog is harder for the team, so they have been unable to define what makes an A/B test *successful*.

For the B2B blog, a vanity metric could be headline clicks. If this is the only piece of data you're using to determine whether the blog is successful, you could be optimizing the wrong thing. Maybe people click headlines because they are shocking, but don't read past them. If all you measure is clicks, you'll never know whether the content of the actual post is good. More telling metrics might be call-to-action clicks, comments, shares, and repeat visits.

Of course, at the end of the day, “thought leadership” is successful only when it results in incremental revenue for the business, but this is very difficult to measure directly. Without clearly defined goals for your site, it's tempting to focus on and optimize for vanity metrics: data that can seem impressive, but doesn't really matter to what you are trying to achieve.

Step Two: Identify Bottlenecks

Once you've determined what your site's quantifiable success metrics are, you can turn your attention to your site analytics and discover where your biggest *bottlenecks* are: the places where your users are dropping off, or the places where you're losing the most momentum in moving users through your desired series of actions.

DAN: At the Obama campaign in November 2007, before the Iowa caucuses took place, and before our website had much traffic or traction, we did notice one thing by looking at Google Analytics for our user funnel ([Figure 2.2](#)).

We had a bunch of people visiting the site—mostly organically—but we also had a very efficient paid marketing campaign. And we were also doing really well getting people to donate once we had their email addresses. The bottleneck was in convincing our site visitors to sign up for our email list ([Figure 2.3](#)).

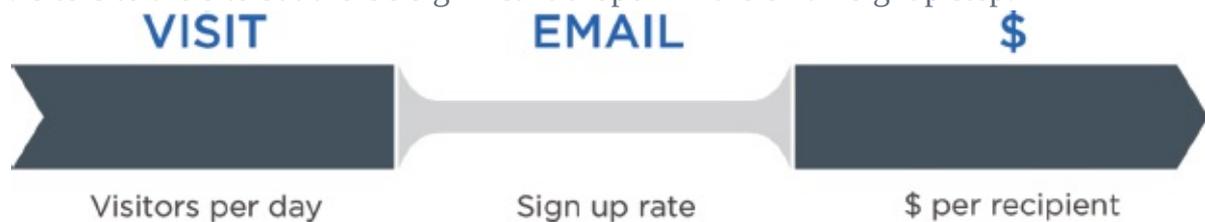
This in turn helped us understand that we had a big opportunity to optimize the email signup step.

The 2008 Obama campaign page generated roughly 10 million email subscriptions, and the lift from the landing page experiment brought in an additional 2.8 million email addresses. Ten percent of the people on our email list volunteered, which meant another 280,000 volunteers. What is perhaps most impressive, and most relevant to web businesses, is the lift in terms of the *amount raised*. Because we defined quantifiable success metrics—and knew that we did a great job of raising money from people once we had their email addresses—we had a hunch that if we just got a bunch more email addresses, we'd raise much more money. And sure enough, we raised an additional \$57 million.

Figure 2.2 Path of the assumed fundraising funnel for the Obama 2008 campaign.



Figure 2.3 Path of the actual fundraising funnel at the campaign. High volume of visitors to the site but there's significant dropoff in the email signup step.



The Obama example also highlights another equally important part of identifying quantifiable success metrics: agreeing on them. There was a widely held belief inside the campaign at the time that a video would be the most effective media choice for the barackobama.com landing page, and it was only after the team agreed on the definition of *effective* that an objective decision could be made. (We'll explore A/B testing and office decision-making culture further in Chapter 8.)

Step Three: Construct a Hypothesis

Once you've identified what the bottlenecks are in your process, use your understanding of visitor intent to come up with test hypotheses. Consider different forms of qualitative research such as user interviews, feedback forms, or focus groups to gain an understanding of what's going on in users' heads as they interact with your site.

In January 2010, the second-deadliest earthquake ever recorded struck near Léogâne, Haiti. A massive global aid effort began almost instantly, and within days, former presidents Bill Clinton and George W. Bush had established the Clinton Bush Haiti Fund to raise money and support for the relief effort. Time was of the essence and the organization quickly created a simple donation page to collect donations from the millions of visitors the site was seeing every day, thanks to a massive media and

press campaign.

The organization was vastly under-resourced at the beginning; they had one extremely overworked IT person who was in charge of the whole operation, and he had barely enough time to make sure the servers were running. (Building a site capable of handling millions of visitors in just a few days is no small feat.) The team at the Clinton Foundation responsible for the website called and said, “Can you help us?”

The donation page was a fertile place for A/B testing to make a big difference: a hastily designed, high-traffic page with a clear conversion goal ([Figure 2.4](#)). However, we knew the situation wouldn't last forever, so we really had to hustle in order to make a difference.

[Figure 2.4](#) The initial Clinton Bush Haiti Fund page.