# **Ecommerce Trends**

# Exploring Key Industry Trends in 2023





# **About Semrush**



Semrush is an **online visibility management** and content marketing SaaS platform



# **About Semrush .trends Tool**



To get a big picture of competitors activities worldwide and then make a deep dive into the traffic strategy details use Semrush .Trends. This tool is based on clickstream data and helps you to reveal market trends and competitive digital insights.



Easy-to-use interface and API



**500TB** of raw data





200M+ Panelists



**1B** events analyzed per day





The State of Ecommerce
 E commerce Digital Trends
 Takeaways

# What is **Ecommerce?**





# 1. The State of

# Ecommerce



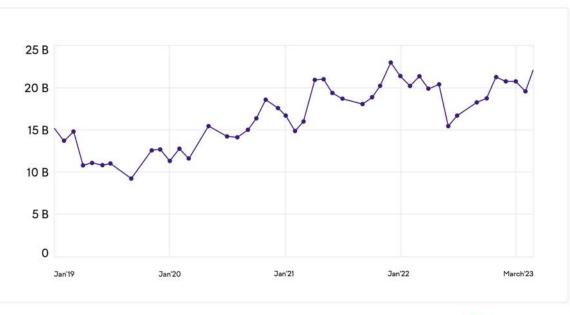


# **Ecommerce Industry Global Trend**

#### The global ecommerce market is overall growing

#### **Ecommerce Industry Traffic Trend**

Global 2019-2023





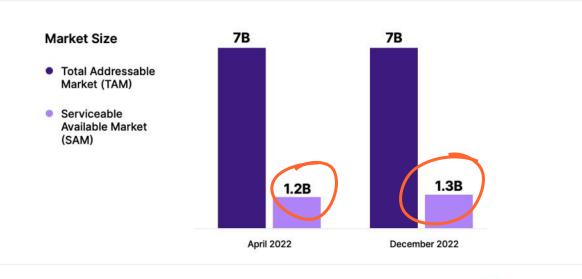
# **Ecommerce Market Growth**



#### 100 mln people were integrated to ecommerce in last 8 month, 100 mln in just in 8 month

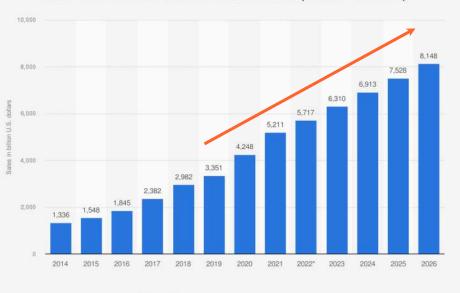
#### Ecommerce Market Growth





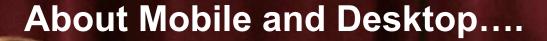


# The Ecommerce Industry Double-Digit Growth **T** Rates



Retail e-commerce sales worldwide from 2014 to 2026 (in billion U.S. dollars)

Source eMarketer © Statista 2022 Additional Information: Worldwide: 2014 to 2022



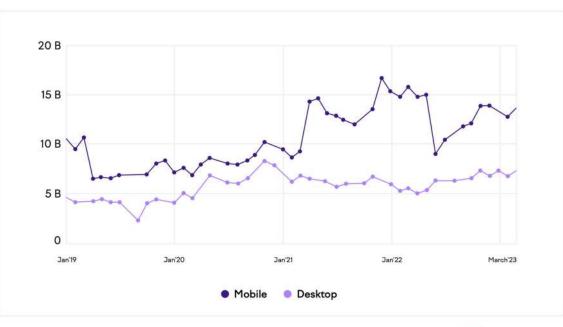
# TO BE, OR Not to be



# **Online Shoppers' User Behavior Shifts**

#### **Desktop and Mobile Traffic Share Ecommerce Trend**

Global 2019-2023





# Top 10 Countries Contributing Traffic to the Ecommerce Industry

#### Ecommerce Industry Traffic Share by Country

2022-2023

Country	Traffic Share 2022	Country
Jnited States	50.22%	United States
Germany	4.14%	India
Jnited Kingdom	4.12%	Germany
France	3.15%	United Kingdom
ndia	3.05%	Brazil
razil	2.75%	France
Japan	2.08%	Turkey
Italy	1.98%	Japan
Spain	1.97%	Philippines
Netherlands	1.58%	Spain

#### 3.06% 2.54% 2.45% 2.21% SEMRUSH

Traffic Share 2023 31.21% 8.43% 5.22% 4.98% 3.58% 3.42%



# Top Ecommerce Market Players (Global)

#### **Top 10 Ecommerce Industry Players**

Global 2022-2023

Domain	Average Monthly Values 2023	YoY Change (2022-2021)	YoY Change (2023-2022)
amazon.com	2.84 B	4.75%	0.94%
aliexpress.com	845 M	9.22%	43.87%
walmart.com	748.1 M	5.74%	35.82%
ebay.com	699.9 M	-17.30%	15.93%
etsy.com	496 M	12.20%	9.93%
amazon.de	490.1 M	5.63%	16.22%
amazon.co.uk	389.9M	3.34%	20.22%
rakuten.co.jp	382.7M	-8.33%	16.52%
flipkart.com	291.9 M	3.08%	89.86%
lazada.com.ph	287.1 M	-18.04%	197.87%



# **Top Ecommerce Players by Region**



#### North America

Domain	By traffic in March 2023
amazon.com	2,075,585,761
walmart.com	928,669,986
ebay.com	519,317,106



Domain	By traffi	c in March 2023
mercadolivre	e.com.br	170,959,307
amazon.com		170,420,873
amazon.com	.br	155,308,916



 Domain
 By traffic in March 2023

 trendyol.com
 126,279,017

 amazon.com
 97,656,763

 hepsiburada.com
 75,043,805

MEA (Middle East and Africa)





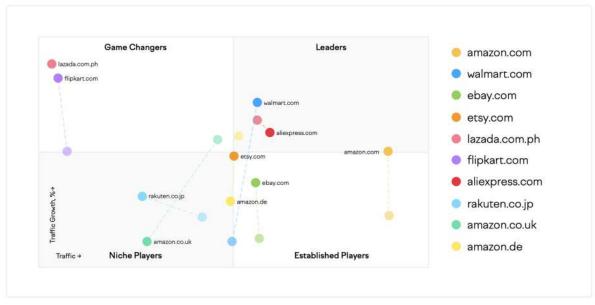
#### APAC (Asia-Pacific)

Domain	By traffic in March 2023
amazon.in	563,108,373
rakuten.co.jp	345,974,595
flipkart.com	321,858,954

# Top Ecommerce Industry Players' Market Position Dynamics (Global)



Global 2022-2023

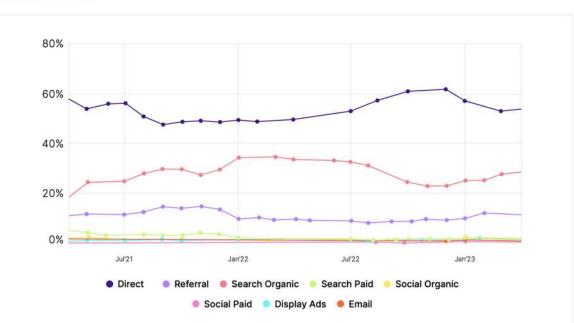




# Etailers' Traffic Generation Strategy (Global)

#### **Ecommerce Traffic Share by Channel Trend**

Global 2019-2023





# **Mobile Trends**



- Stronger growth for video searches over images
- Popular Product searches now make up 25% of all mobile searches
- Google Search becomes more visual with 42% increase searches

**Key Takeaway:** Google is updating its SERP features algorithm to boost commerce and organic search on mobile.

# **Google Search Engine Results Page Trends**

Paid

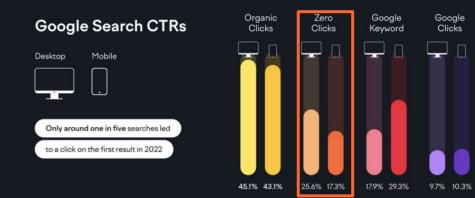
Clicks

1.8% 0.02%

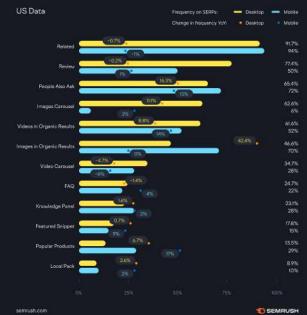
Reviews are shown on 77% of search results in US People Also ask boxes in 65% on desktop and even more on mobile 72%. Images or videos are presents in average 60% of search results

### **Google CTRs**

Distribution of organic clicks in the SERPs, following on from Semrush's Zero-Clicks Study in 2022, with a dataset of clicks and impressions from the clickstream data Semrush receives from third parties.



#### **SERP Features: Frequency and Trends**



# **About SERP Features**



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Organic result			🗿 Knowledge Panel SERP Featu
No.		_ []	
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😑 "People also e	sk" SERP Feature		
Bergin alternat	-		
Crganic result			
		_	
Videos SERP F	and Analisia		
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Videos OFF	RP Feature	
Videos SER	(F reature	
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## **New SERP Features**



#### Short Videos Carousel





More short videos v

#### Things to Know



#### Things to know

Degree What degree do you need to become a data sci...

Physical requirements Physical requirements for data scientist

How to hire How to get hired as a data scientiat

Average salary Data scientist average salary

More 🗸

Feedback

V

~

v

#### **Buying Guide**

05% mobile/0.18% desktop

#### Buying guide: Kids' Bike Helmets

Price: How much is a child's bicycle helmet?	~
Popular types: Including Mountain, Commuter, BMX	÷
Popular brands: Including Schwinn, Bell, Giro	v
Safety: What safety features to look for in a kids' bike helmet?	×
More considerations 🐱	

## Most growing products categories

#### In terms of users buying interest

#### Most growing categories

Category	December 2021	December 2022	Change YoY
Sport	363,683,530	421 824 611	15.99%
Retailers General	10 211 391 449	11 617 048 144	13.77%
Electronics	3 800 255 465	4 145 032 082	9.07%
Fashion	2 126 114 785	2 285 295 372	7.49%
Kids	152 217 728	162 272 466	6.61%
Flowers & Gifts	165 103 044	155 777 937	-5.65%
Pets	221 268 836	208 539 710	-5.75%
Groceries & Food	977 000 646	915 586 649	-6.29%
Health & Beauty	556 087 985	519 169 102	-6.64%
Home & Garden	1 080 429 282	999 576 027	-7.48%

The most growing ecommerce categories are Sports, Electronics and Clothes.

#### But..

SEMRUSH

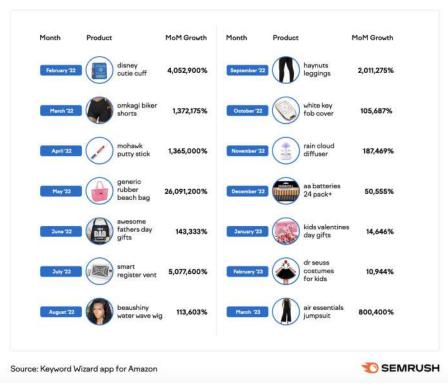
In pandemic time this top was quite opposite, we had online education, home, food or food delivery in the top

# Amazon's Most Popular Products

## D

#### Amazon.com's Top Trending Products

Global 2022-2023



## **Ecommerce Top Emotional Triggers 2022-2023**



# amazon.com find deals best sellers find best customer reviews reviews find

#### lowes.com

free delivery
buy online
online pickup
pickup store
store get

#### aliexpress.com

- free shipping
- buyer protection
- great value
- safe payment
- check deals

- ebay.comhuge selection
- featured collections
- free shipping
- buyer protection
- protection program

#### homedepot.com

- free store
- store pickup
- shop home
- free returns
- diy projects

#### etsy.com

- one kind
- free shipping
- everyday supplies
- talented creators
- ready ship

#### walmart.com

- free shipping
- Iow prices
- store pickup
- free store
- millions items

#### bestbuy.com

- free shipping
- curbside pickup
- home install
- top deals
- store pickup

#### target.com

- free shipping
- day delivery
- store pick
- day store
- ship free

Each of them has their own tone of voice and image, they should support it, and they can use their USPs in CTA to influence users emotions.

#### Aliexpress case

# **Amazon Funnel**

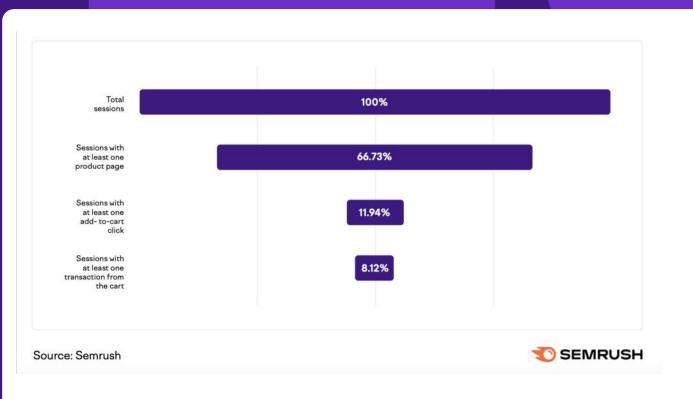


a.k.a an optimized sales journey from awareness to conversion



# **Amazon's Transaction Funnel From Cart**

Overall global conversion in average is less than 4%. How much do you have? Importance to have well organized process where everything in its place





# That's your job!

## **Amazon "Special Occasions" Funnel Cart**

### **NO**

#### Amazon.com "Special Occasions" Funnel

Global 2022

Stats	Daily Average	Prime Day	Prime Early Access Sale	Black Friday & Cyber Monday	Christmas and New Year Seasor
clicks per session	15.0	18.8	16.0	16.3	14.8
cart transactions per session	0.1	0.2	0.1	0.1	0.1
cart clicks per session	0.2	0.4	0.3	0.3	0.2
product pages per session	3.3	4.6	3.9	4.2	3.7
search pages per session	2.0	2.6	2.3	2.6	2.2
cart clicks per transaction	1.7	1.7	2.1	2.2	1.2
product pages per transaction	6.1	7.4	6.7	7.2	6.9
product pages per cart click	4.3	5.0	3.6	3.8	6.0
search pages per transaction	3.2	3.6	3.5	3.9	3.4
search pages per cart click	2.2	2.4	1.8	2.1	3.0



# 2. EcommerceDigital Trends in2023?



# Ecommerce Audience Social Media Preference 2022



# Ecommerce Audience Social Media Preference 2023

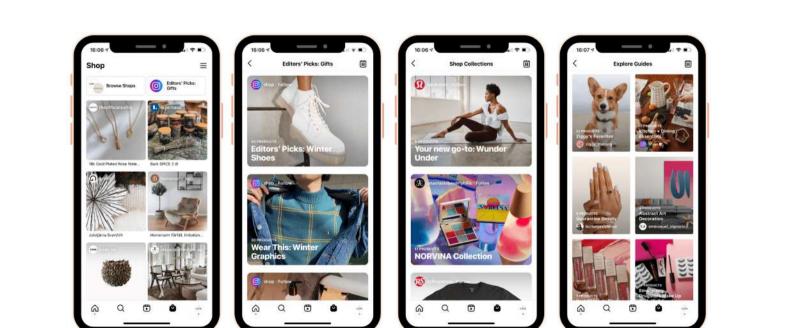


All devices	March 2023									
Social Media	🔵 amazo	n.com	🔵 walma	art.com	🥚 eba	y.com	ets)	v.com	😑 aliexpr	ess.com
🔁 YouTube	728.8M	75.31%	186.7M	63.63%	235.8M	81.94%	198M	79.94%	347.3M	76.11%
Facebook	495.8M	51.23%	126.6M	43.14%	168.7M	58.61%	148.6M	59.98%	212M	46.47%
😚 Reddit	345.4M	35.7%	125.2M	42.65%	115.7M	40.2%	106.7M	43.07%	88.9M	19.5%
🏏 Twitter	341.6M	35.3%	101.9M	34.72%	107.9M	37.51%	99.9M	40.31%	125.6M	27.53%
O Instagram	303.1M	31.32%	86.4M	29.45%	110M	38.22%	105.5M	42.6%	133M	29.16%
TikTok	215.7M	22.29%	62.5M	21.31%	73.8M	25.64%	70.1M	28.3%	98.1M	21.5%
in LinkedIn	140.1M	14.47%	30.2M	10.28%	44.4M	15.42%	43.9M	17.71%	43.4M	9.51%
Pinterest	105.7M	10.92%	26.5M	9.03%	37.6M	13.07%	42.7M	17.23%	38.8M	8.51%
Telegram	53.6M	5.53%	5.7M	1.93%	19M	6.61%	12.7M	5.13%	45.1M	9.88%

# 1. Shopping on Social Media



Social are getting more and more ecommerce placement. We see shopping options on different social media platforms. If product discovery is often done in social so why not to use it to sell products?



# **Shopping on Social Media**



Facebook and Instagram started social commerce in 2020 and in 2023 state that 64% of their users have already purchased at least one item through them. And a huge growth is expected by 2025

#### The social commerce opportunity will nearly triple by 2025

Globally, sales made through social commerce in 2021 are expected to reach

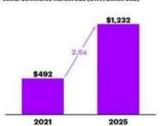
Social Commerce Market Size (GMV, Billion USD)

#### \$492 billion

Growing at a CAGR of 26%, the social commerce opportunity will nearly triple by 2025, reaching

#### \$1.2 trillion

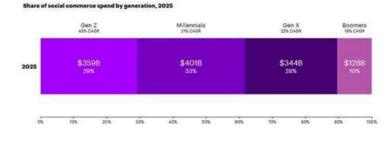
Today, 10% of all ecommerce spend is done via social commerce. By 2025, this number will reach 17%



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#### Millennials will account for 1/3 of social commerce spend in 2025, but Gen Z spending will grow fastest



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# **Everything in marketing is CONTENT!**

**Social media, Advertising, SEO, PR, etc.** everything is based on content. And it's content marketers' job to define the messaging that goes through all the marketing channels.

# I'VE GOT THE POWER

# **Generational differences**



#### Something real - TRUST Compare - Best deal Research before buying Me

Me. What I like



Gen X



• Life = survival

- «Survivors», or Fighters
- Pragmatists



1965 – 1979 (43-57 year olds)

## Gen Y or Millennials



- Life = progress
- «People of the world»
- Ethics- and aesthetics-oriented





1980 – 1996 (26-42 year olds) Gen Z



### Life = opportunities

### • Creators

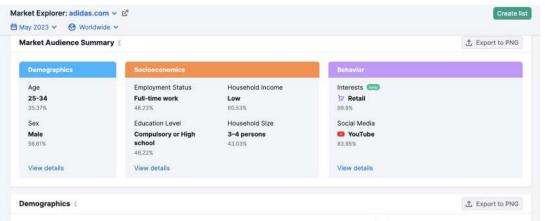
- Entrepreneurs
- Experiences



1997–2012 (10-25 year olds)

## **CASE STUDY - Adidas**

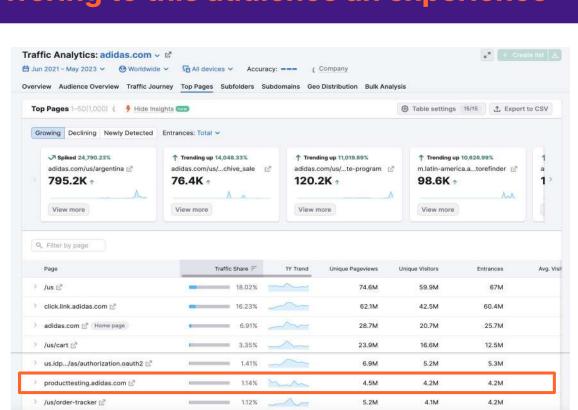




Analyzing audience interests based on the pages they visit







## CASE STUDY - Adidas Offering to this audience an experience





### BECOME AN ADIDAS PRODUCT TESTER

TEST THE PRODUCTS OF THE FUTURE

GET STARTED



Europe, English

#### **TESTING PROCESS**



#### ACCEPT

If you are selected for a test, you will receive an e-mail inviting you to participate.

If you decide to participate, the test product will be mailed to you with instructions.

Test the product for a required amount of hours/mileage per week for the length of the test period (generally 2-4 weeks).

Millennials do research before making a purchasing decision, and Gen Z prefer self-service options.

Mix and experience as well.

Targeting and campaign ideas worked great - that's why this campaign is in the top.x



#### RETURN

Mail back the test product. We will inspect and evaluate it ladidas will provide a return label).

#### FEEDBACK

Keep detailed logs of your daily activities. At the end you will answer a simple online questionnaire.

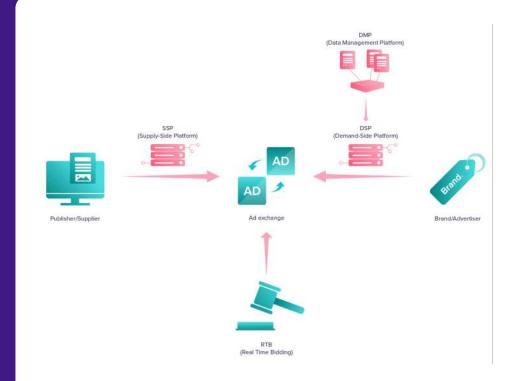
## 2. Programmatic Advertising



The use of **AI** and machine learning to buy advertising in real-time, instead of going through human negotiations and pre-set prices.

#### Al use example

Walmart during prime day Amazon: -we have lower prices anyway -we have all sizes.



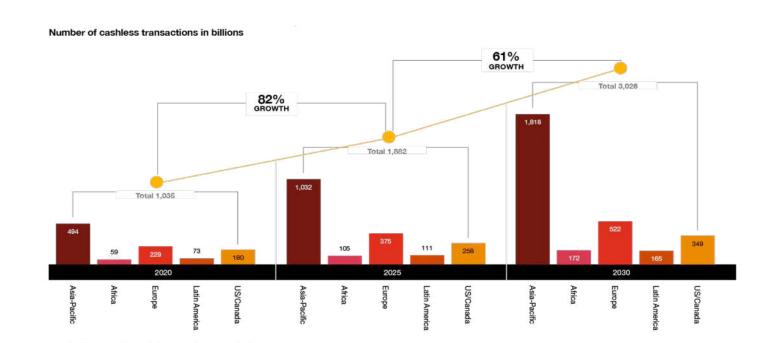
## 3. New Payment Methods



We buy a lot in internet, and we pay a lot in internet.



# Cashless transaction volume will more than double by 2030



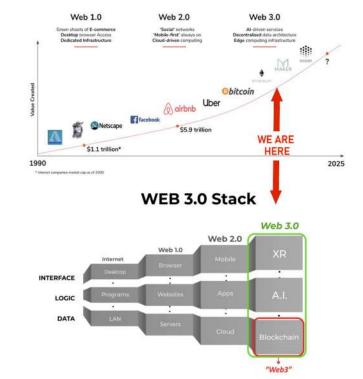
Note: Cashless transaction totals for 2025 and 2030 are projections. Source: PwC Strategy& global payments model, 2021

## 4. Web 3.0



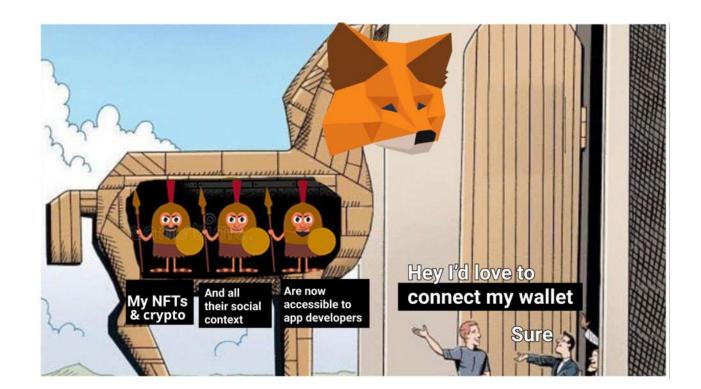
**Web 3.0** is an idea for a new iteration of the World Wide Web which incorporates concepts such as decentralization, blockchain technologies, and tokenbased economics.

#### The Evolution of the Web



## Web 3.0 and Virtual Identities





## 

## Who benefits? Both - Customers and Brands





Justin Bieber announces free virtual concert in the metaverse







9pm PT. The Hundreds X @BV\_nft, @Deadfellaz, @smilesssvrs only on thehundreds.com or in @thehundreds App. Certain colorways tokengated just for @adambombsquad and holders of the collab partner. Join us for the afterparty in Decentraland!





## NFTs are the loyalty cards. Cryptocurrencies are the loyalty points.

## The technology is already here.

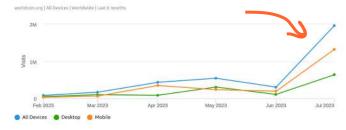




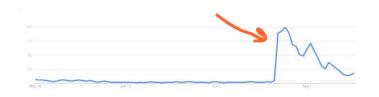












Source: Google Trends

## 5. Artificial Intelligence



One of the main advantages of AI in ecommerce is the ability to perform many tasks a human would normally carry out-only better and much faster.



## Example 1

Netflix recommendations engine (NRE)

Al algorithms to filter content based on each user's profile, analyzing data from each customer visit and click to create hyper-personalized recommendations.





## Example 2 Zara, H&M, Ray-Ban, IKEA virtual visualization

AR to allow customers to try on their clothes, products, and view furniture inside their homes.









## Example 3

Sephora's partnership with Modiface

AR allows customers to sample makeup in before making a purchase and their **chatbot** can provide personalized product recommendations, makeup tips, and tutorials.





# Artificial Intelligence will become more & more sophisticated

Later

Today

Al will improve the ability to answer complex questions. ai will create user content based on learning habits (location, shopping)

Today's examples: ChatGPT, Kindly.ai, Tovie.ai, Macy's Al, etc. Al begins to anticipate user needs before performing the search. Al will proactively suggest solutions to upcoming potential searches.

**1-2 Years** 

Today's examples: SAMSUNG & LG second generation InstaView ThinQ fridges with AI cameras that let users know what items they're short on, even making suggestions for shopping.

## 2+ Years

Al begins to make decisions based on affinities and habits learned. Al will make simple purchases without the explicit consent of the user or using a direct link to our brain directly

Today's examples: Neuralink (Elon Musk), Synchron (Bill Gates & Jeff Bezos)

## Hold Your Horses

## ChatGPT is here to stay



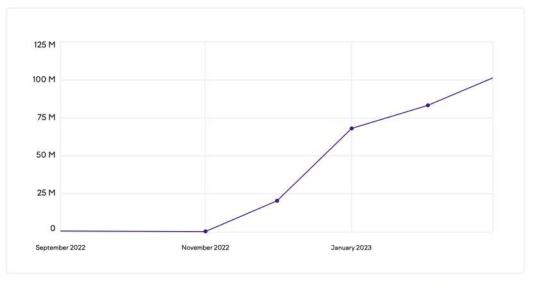


## ChatGPT is here!



#### ChatGPT Search Volume Trend

Global Q3 2022- Q1 2023

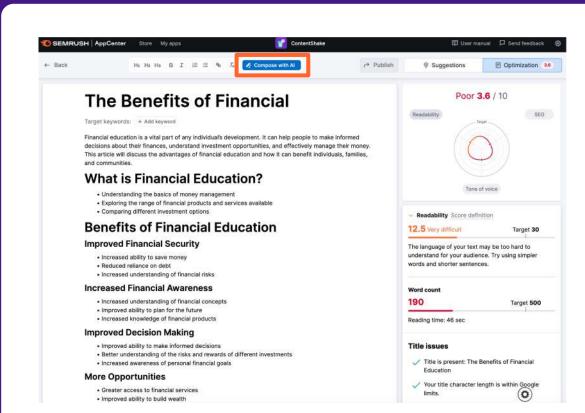




Source: Semrush .Trends

## **Compose with AI feature in Semrush**





#### **Semrush** Tool: Content Shake

## ChatGPT local keywords finder in Semrush

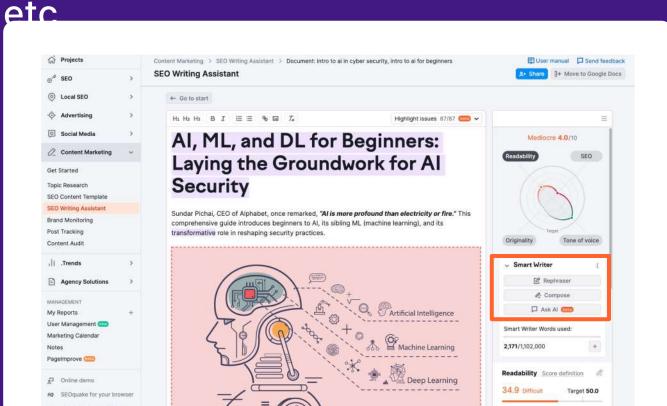


Trending keywords & industry-specific keywords in the niche

SEMRUSH Featu	ires Pricing Resources 🗸 Company 🗸 App Center 🔤 🕯	✓ Extra tools ∨
က် Projects	Dashboard > Listing Management	
₀ <sup>,4</sup> SEO ~	Listing Management 💼 United States 🗸	
SEO Dashboard	Overview Locations Duplicates 5 Heatmap User S	Suggestions Review Management 94 Review Analytics 🚥 Local Rankings
Oomain Overview	⊘ Affinity Toastmasters Club, Willow Grove ∨	
Traffic Analytics		
Organic Research	Trending keywords i	Industry-specific keywords
eyword Gap	1. Public speaking development	1. Charitable organization
acklink Gap	2. Toastmasters International	2. Social impact
EYWORD RESEARCH	3. Leadership training 4. Communication skills	3. Non-profit agency 4. Community service
erword Overview	5. Networking opportunities	5. Fundraising
eyword Magic Tool	<ol> <li>Professional growth</li> <li>Public speaking tips</li> </ol>	6. Donations 7. Volunteer opportunities
Keyword Manager 000	8. Public speaking anxiety	8. Philanthropy
	9. Effective communication	9 Non-profit organizatione
osition Tracking	Get Al-generated content Copy keyword lists	Send feedback
Organic Traffic Insights		
INK BUILDING		
lacklink Analytics	Locations Status 1	Directories Distribution
lacklink Audit		
ink Building Tool	• Complete	<ul> <li>Connected</li> <li>Processing</li> <li>Disconnec</li> <li>Unavailable</li> </ul>
lulk Analysis		Affinity Toastmasters Club
ON PAGE & TECH SEO	2 Processing	0
Site Audit	Locations Frozen	Semrush

Semrush **Tool: Listing** Management

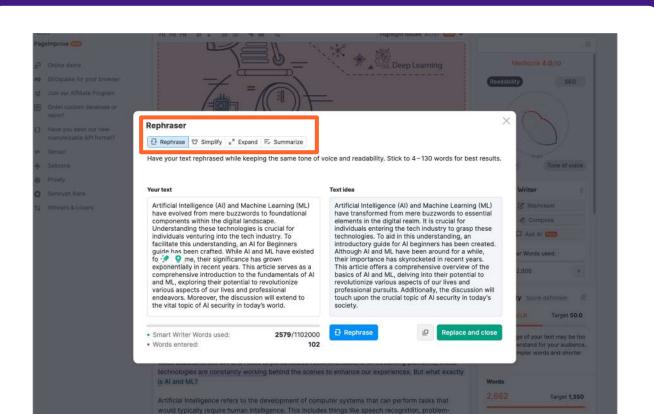
# Smart Writing features in Semrush content writing tools: rephrase, simplify,



## Rephraser

#### Text rephrased with the same tone of voice

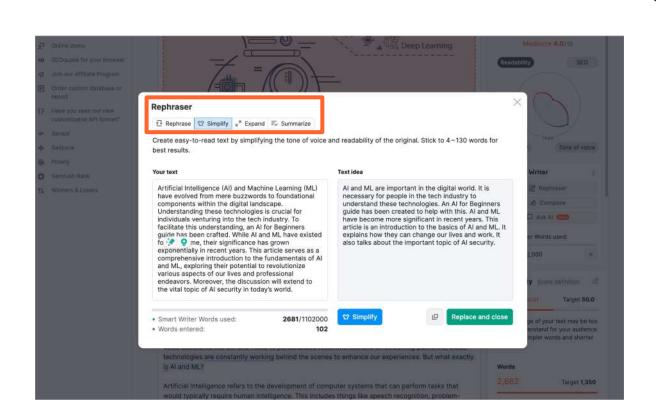




## Rephraser

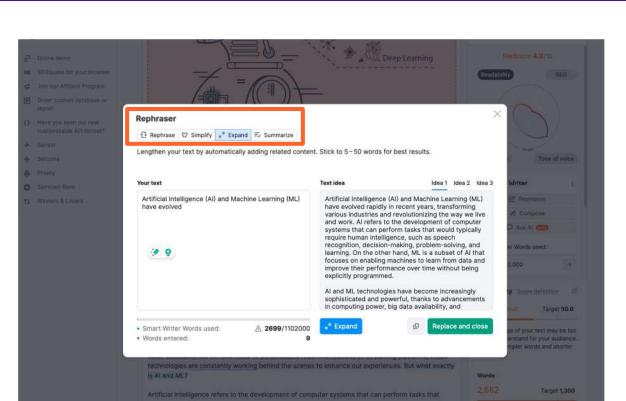


#### Create easy-to-read text by simplifying the tone of voice and readability



## Rephraser

#### Lengthen your text by automatically adding related content





### ChatGPT in Ecommerce

# Personalize customer integrations

A customer wants to know if we have the blue wine glass in stock. Can you tell him in an email response that unfortunately we don't have it anymore, but stock will be back next week

Certainly! Here is a sample email response:

5 🖓

Dear [customer],

Thank you for your inquiry about the blue wine glasses. Unfortunately, we are currently out of stock on that item. However, we expect to have new stock arrive next week. If you would like, we can add your name to the waitlist and notify you as soon as the glasses become available again.

Thank you for your patience and understanding.

Sincerely, [Your Name]

## **ChatGPT in Ecommerce**

# Create product descriptions

I need a product description for my online shop for a new sports t-shirt. We need to be creative and more impactful than the competition. Can you propose one?

Sure! Here's a potential product description for your sports t-shirt:

69

Introducing the ultimate performance t-shirt for athletes of all levels! Our t-shirt is designed with the highest-quality, moisture-wicking material to keep you cool and dry during even the toughest workouts. The breathable fabric and ergonomic fit ensure maximum comfort and freedom of movement. Plus, the bold, eye-catching design will make you stand out from the crowd. Whether you're hitting the gym, the track, or the trails, this t-shirt is the perfect choice for all your athletic pursuits. Upgrade your workout wardrobe with the best in comfort and style – add our sports t-shirt to your cart today!

## ChatGPT in Ecommerce

## Generate Social Media content

We are launching a new series of caps for the winter (they are sustainable and ecofriendly produced!). We need content for social media. Can you suggest a post

Sure! Here is a suggested social media post for your new series of sustainable and eco-  $\oplus \bigcirc$  friendly caps:

"Exciting news! We are launching a new series of winter caps that are not only stylish, but also sustainably and eco-friendily produced. These caps are made with materials that are kind to the environment, so you can stay warm and look good while also doing your part to protect the planet. Keep an eye out for our new caps, coming soon to a store near you!"

You could also include a picture or video of the caps in the post to give your audience a visual preview of what they can expect. You might also want to highlight any specific features or benefits of the caps, such as being made from recycled materials or using a low-impact production process. Additionally, you could include a call to action for your audience to follow your brand or visit your website to learn more about the caps and how they can get their hands on a pair.



ChatGPT integration with Whatsapp Business 🏾 🔨

# Any business can create now an integration with ChatGPT



Thaoby of Africa 🐆 🖬 😒 👑 @Dethaoby

How to Integrate #ChatGPT with #WhatsApp

Create a WhatsApp bot by accessing the WhatsApp Business API to connect ChatGPT with WhatsApp. After that, create an OpenAI API and connect it to your WhatsApp bot to complete the Chat GPT WhatsApp connection. A deity in a box, that is.

2:26 AM · Jan 14, 2023 · 307 Views

## **GOD IN A BOX**

Chat with GPT-35, also known as chatGPT, directly on **Whatsapp**. Just like texting your friends, you can now get help from a powerful AI on a range of topics, from wound care to cooking to philosophy. Simply message the bot and get instant access to Cod-level advice!

God In A Box is free upto 10 messages a month. If you want **unlimited messages**, Single user plan starts at \$6/mo.

Get Started

3.

## TAKEAWAYS





## **KEY TAKEAWAYS**



Social commerce blurs the lines between browsing and buying, revolutionizing the shopping experience.



**Digital wallets, biometric authentication and blockchain** technology pave the way for a cashless society.



Advertisers harness AI to deliver **personalized and predictive ads**, revolutionizing the advertising industry.



Web 3.0 and the decentralized web allows for secure virtual identities, enabling a new era of online interactions.

## 5

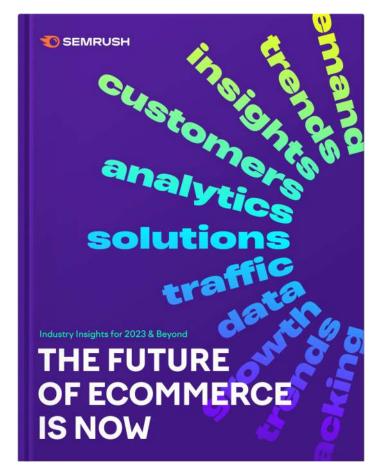
Artificial intelligence becomes ubiquitous, augmenting decision making, and driving innovation in every industry.



#### Check the full data of Semrush's ecommerce study



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## Thank you!



## in Fernando Angulo





