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The impact of Generative Al & social search on Google's role in driving ecommerce traffic

Ann Stanley – Founder & CEO
Oct 2024

Ann Stanley

- Founder and CEO of Anicca Digital
- 22 years in digital marketing, 17 years running Anicca
- Consultant and trainer, specialising in paid media, search, Analytics and ecommerce marketing – now becoming an AI geek!
- Thought leader and author:
 - A10 Marketing Framework bit.ly/anicca-A10
 - Integrate Creating an Integrated Marketing Strategy – bit.ly/anicca-integrate
 - Free weekly webinar Friday 9-10am bit.ly/anicca-webinars
- Socials linkedin.com/in/annstanley
- Email ann@anicca.co.uk





17 years of data-driven digital marketing for ecommerce & established brands











Strategy

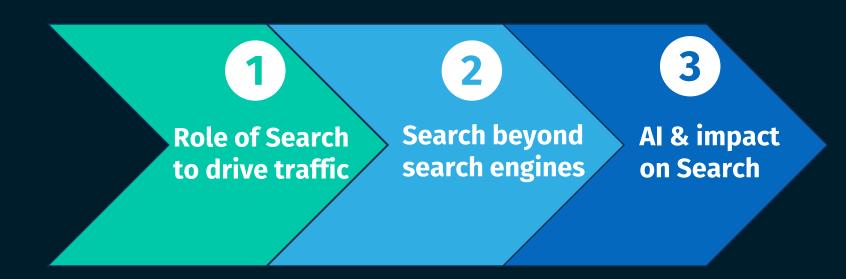
Social

Search

Shopping

Skills

Contents

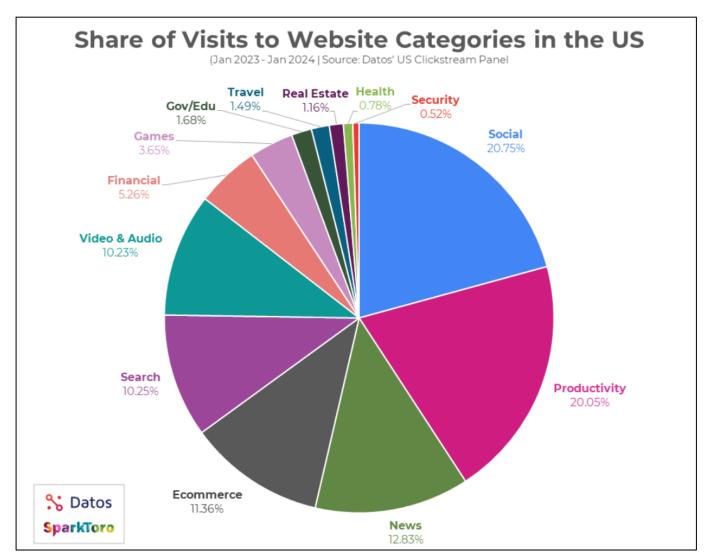


Role of Search to drive traffic

1) Role of Search to drive traffic



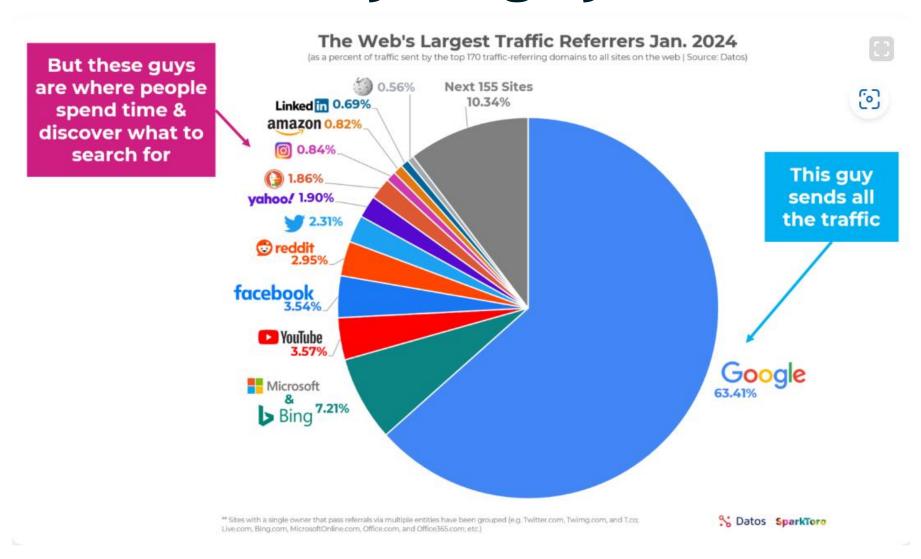
Share of US website visits by category (popularity)





https://sparktoro.com/blog/where-web-users-spendtime-vs-where-traffic-referrals-originate/

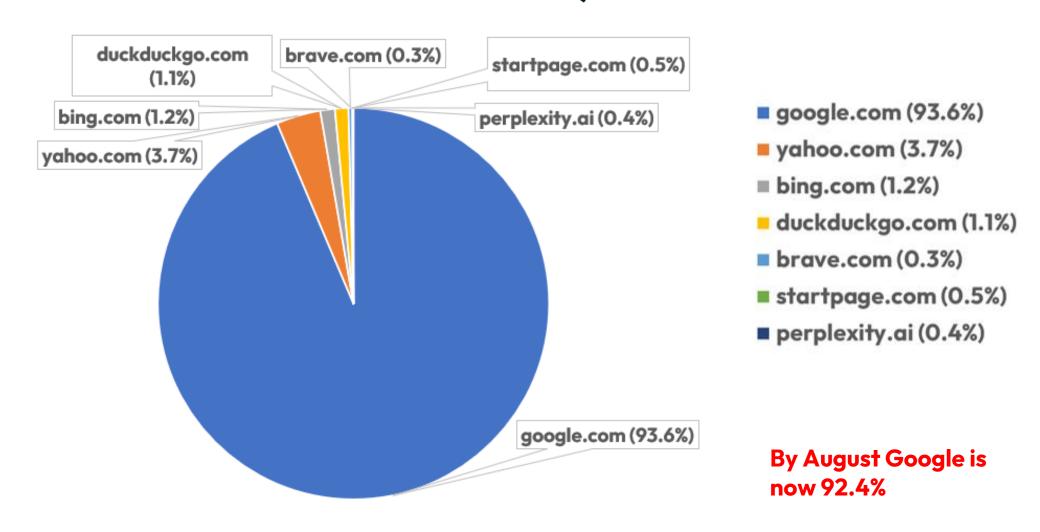
Main US referrers by category



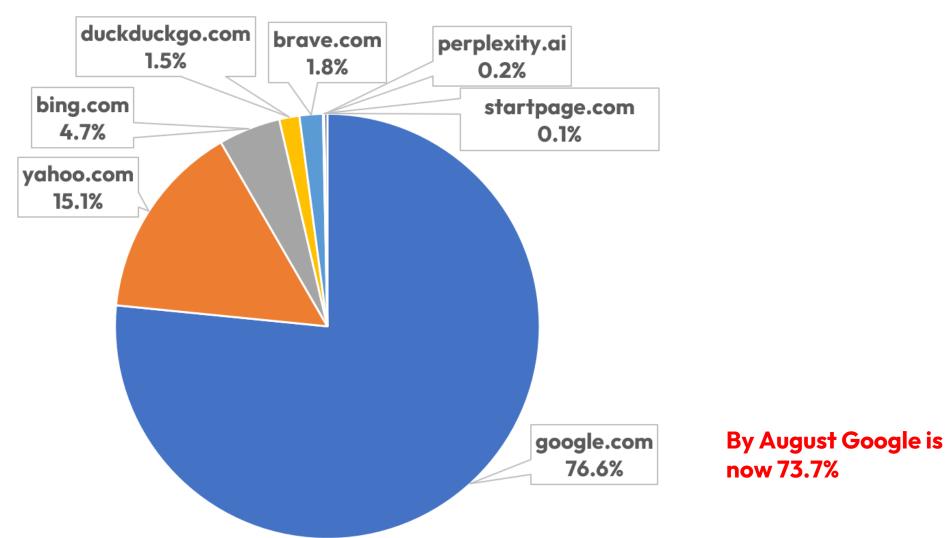


https://sparktoro.com/blog/who-sends-traffic-on-the-web-and-how-much-new-research-from-datos-sparktoro/

Share of UK search engine traffic for April (Similarweb data based on visits)



Share of top search engine traffic based on unique users (April)

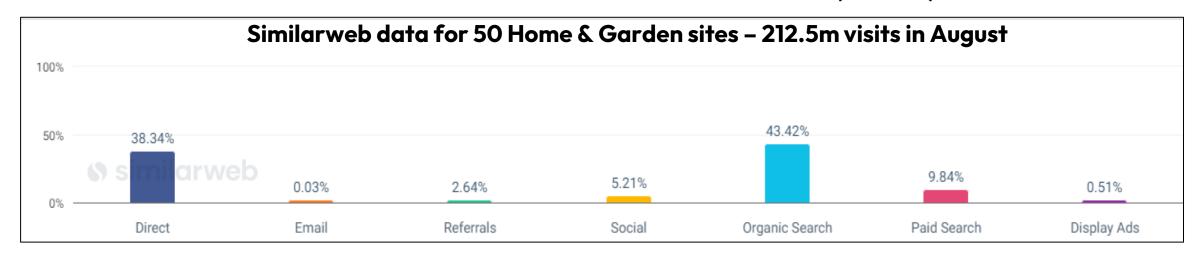


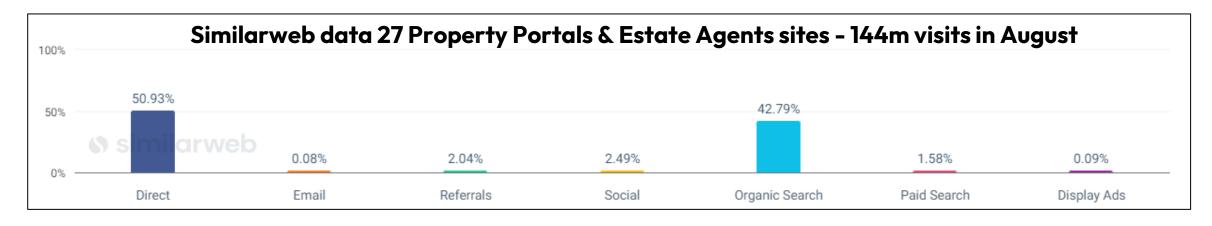
UK Search engines share (Aug 24)

	Doma	ain (17)	Traffic Share ↓	MoM traffic change	Country Rank	Monthly Visits	Unique Visitors	Yearly Change	Desktop vs Mobile	
1	G	google.com	92.36%	↓ 0.44%	#1	2.980B	79.09M	↓ 2.21%	41.6% 58.4%	
2	y!	yahoo.com	4.08%	↓ 0.24%	#17	131.7M	17.01M	↑ 10.60%	67.9% 32.1%	Yahoo.com +10.6%
3	Q	bing.com	1.67%	↑ 8.11%	#29	53.82M	6.135M	↓ 4.07%	63.6% 36.4%	Bing.com -4.1%
4	0	duckduckgo	1.25%	↑ 2.70%	#48	40.49M	1.836M	↓ 2.57%	43.1% 56.9%	DuckDuckGo -2.6%
5	•	brave.com	0.46%	↑ 7.56%	#164	14.88M	2.559M	↑ 35.29%	27.8% 72.2%	Brave.com +35.3%
6	2	startpage.com	0.08%	↑ 0.58%	#949	2.730M	214,035	↑ 19.05%	51.8% 48.2%	Startpage.com +19%
7		perplexity.ai	0.07%	↑ 6.44%	#978	2.116M	285,653	↑ 248.30%	81.7% 18.3%	Perplexity.ai +248%
8	Q	qwant.com	0.01%	↓ 18.96%	#5,059	355,299	51,965	↓ 23.60%	67.2% 32.8%	
9		you.com	< 0.01%	↑ 8.28%	#18,122	101,076	27,109	↓ 23.97%	51.7% 48.3%	
10	*	swisscows.c	< 0.01%	↑ 14.93%	#16,848	92,061	10,615	↓ 25.24%	82.7% 17.3%	
11	E	ecosia.com	< 0.01%	↓ 51.61%	#48,238	54,137	16,185	↓ 66.19%	0% 100%	
12	p	phind.com	< 0.01%	↑ 0.75%	#63,093	25,456	8,638	↓ 36.43%	72.0%	
13	y	yep.com	< 0.01%	↑ 150.23%	#86,304	15,845	6,561	↑ 6.07%	18.1% 81.9%	
14		andisearch.c	< 0.01%	↓ 31.23%	#102,924	13,048	6,822	↓ 41.12%	36.9% 63.1%	
15	KOMO	komo.ai	< 0.01%	↑ 26.27%	#252,650	5,105	2,914	↓ 70.53%	32.2% 67.8%	



Aug data from Similarweb showing sources of traffic to 2 sectors (UK)







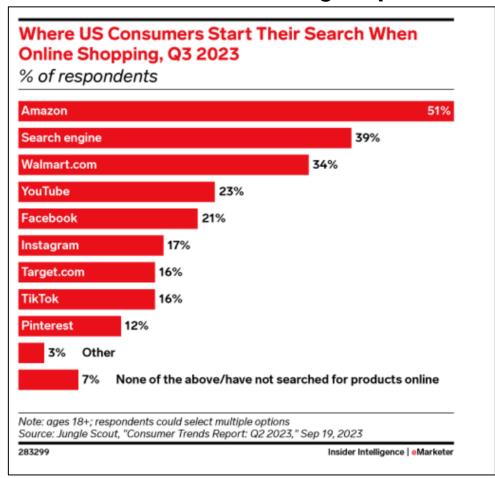


2) Search beyond search engines



Where do people start their search

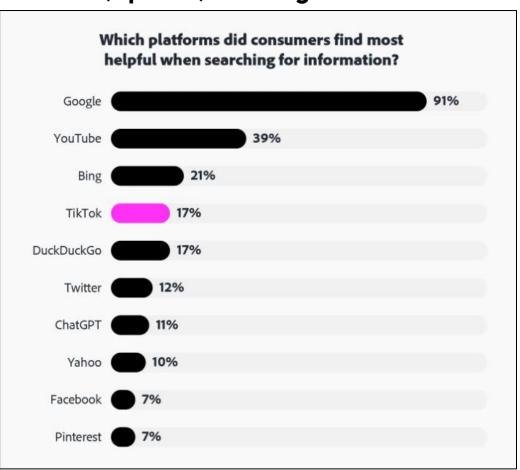
eMarketer (Jan 24) – looking for products



https://www.emarketer.com/content/gen-z-prefers-tiktok-google-searches

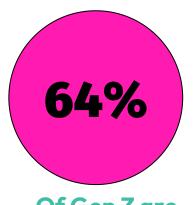
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Adobe (April 24) – looking for information

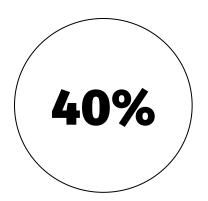


https://www.adobe.com/express/learn/blog/using-tiktok-as-a-search-engine

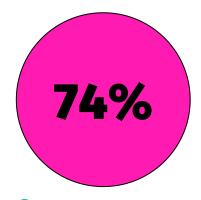
Key findings from the HerCampus study (in eMarketer)



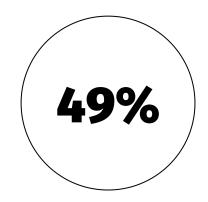
Of Gen Z are active on TikTok



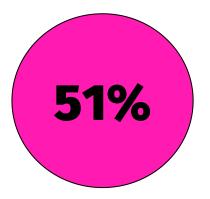
Of consumers use TikTok for information



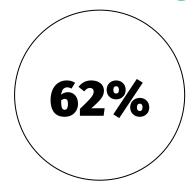
Of Gen Z users use TikTok for search



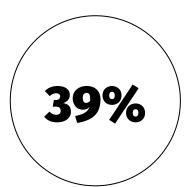
Of millennials are active on TikTok



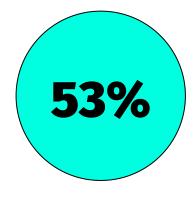
Of Gen Z users favour TikTok over Google



Of users favour Video tutorials



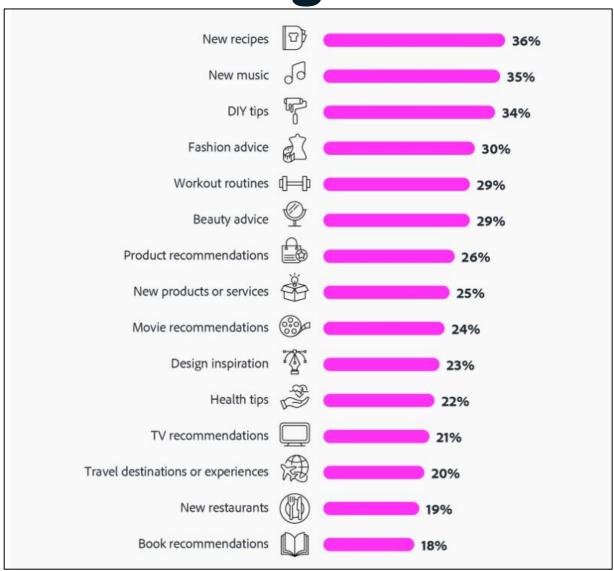
Of users favour reviews



Of businesses plan to increase use of TikTok



What have consumers looked for when using TikTok as a search engine?

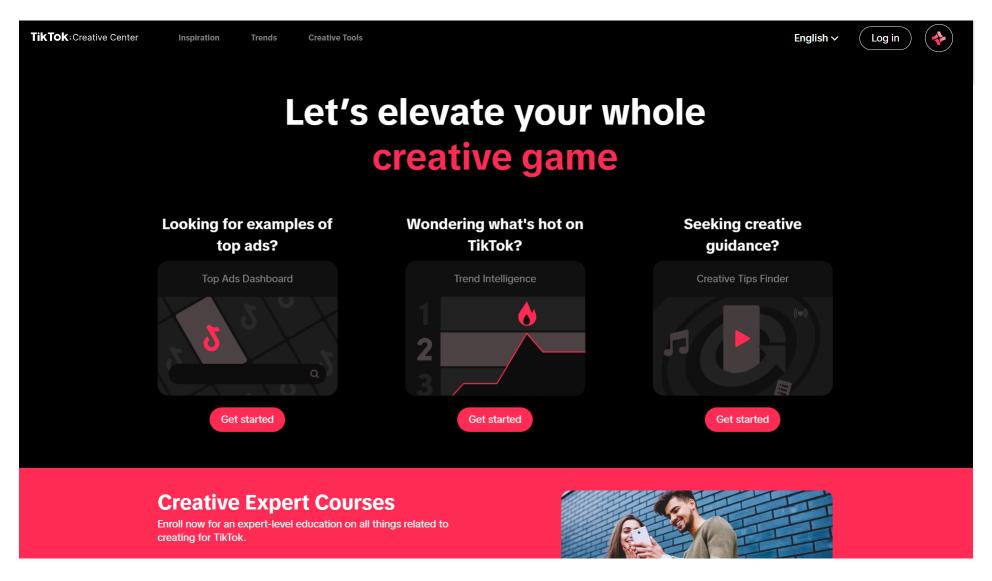


Top Topics

- New recipes 36%
- New Music 35%
- DIY tips 34%
- Fashion advice 30%
- Workout routines 29%
- Beauty advice 29%

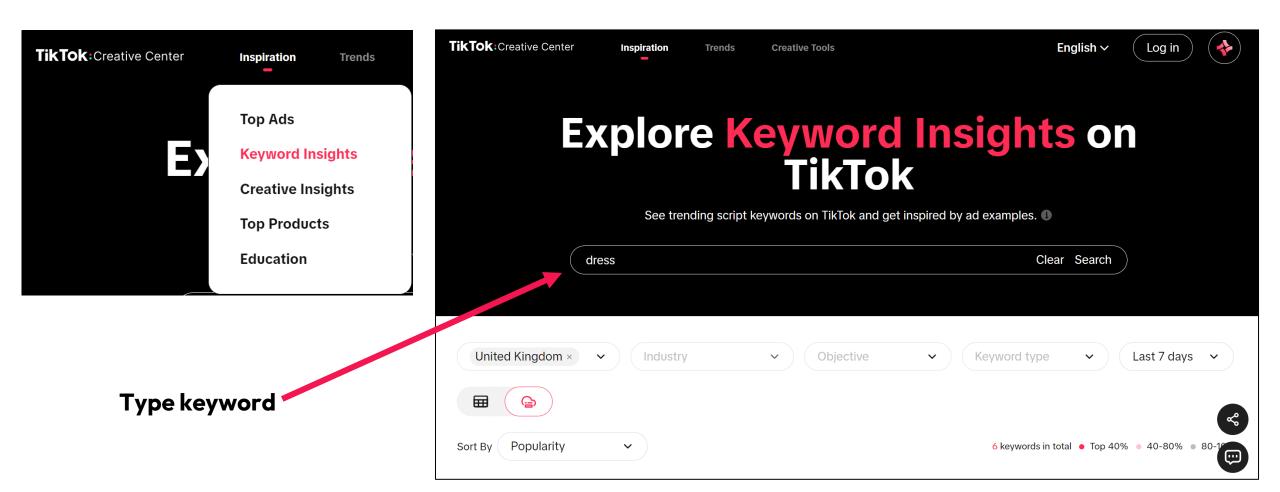


ads.tiktok.com/business/creativecenter



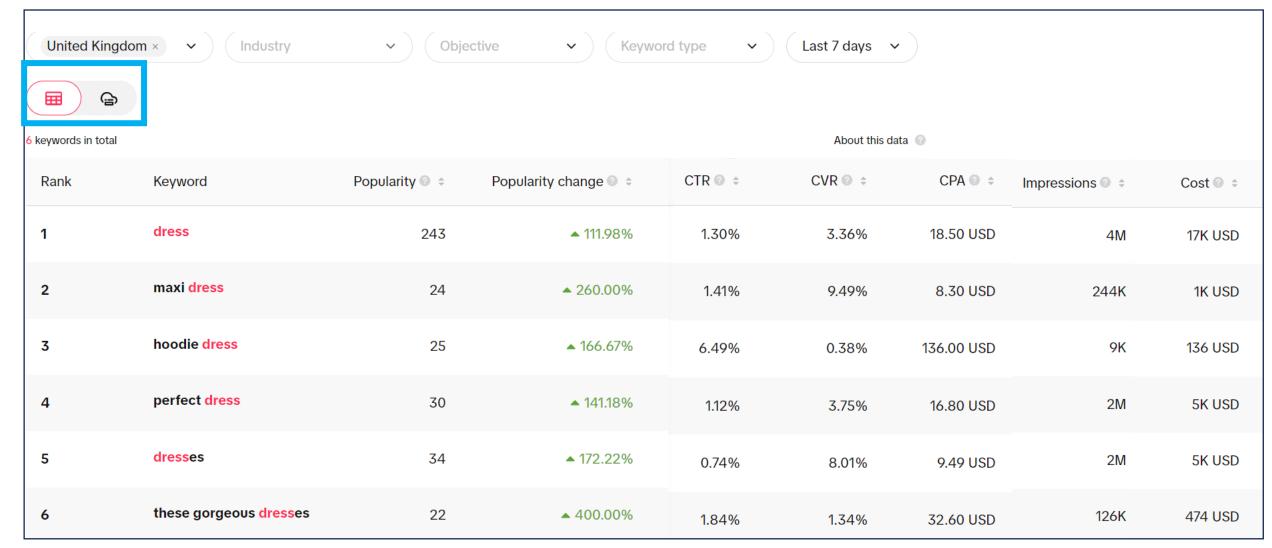


Use of TikTok Creative Centre – keyword insights



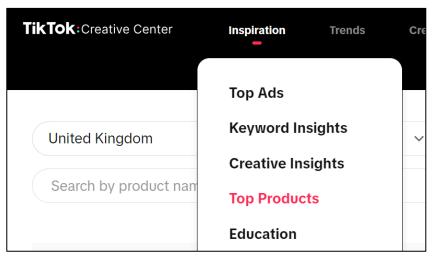


Keyphrase data

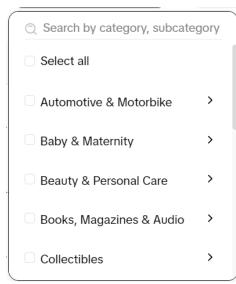


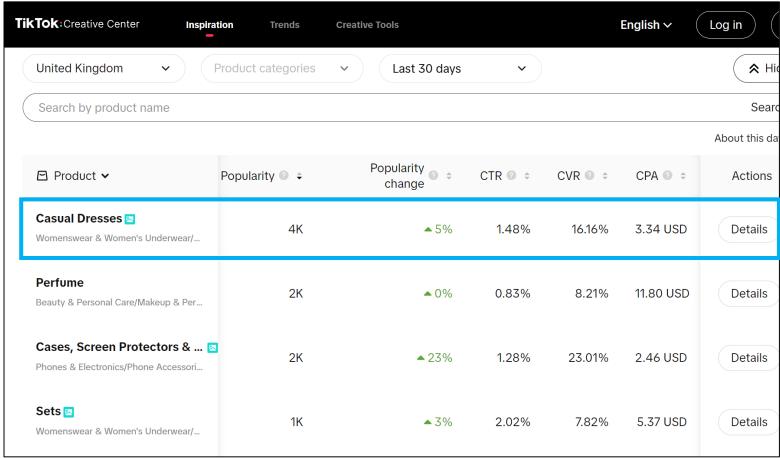


Use of TikTok Creative Centre – Top Products



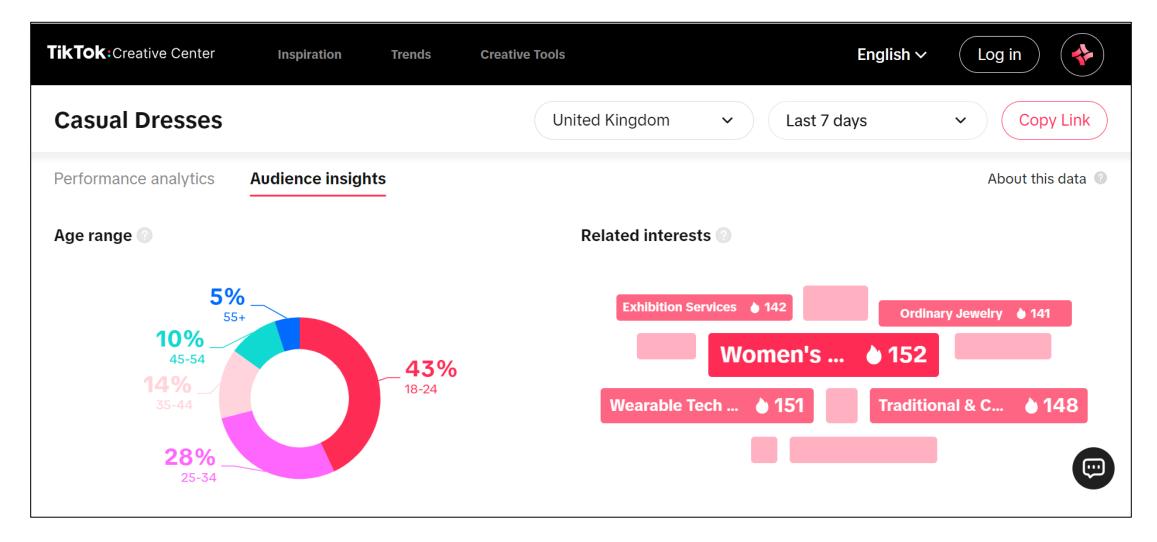
Searching by Category





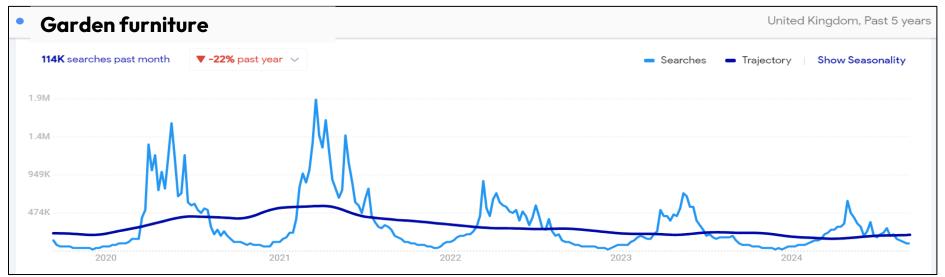


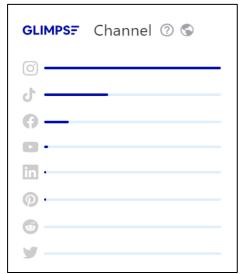
Audience insights

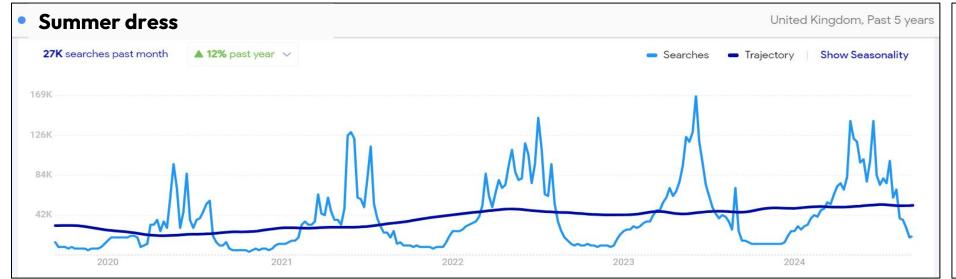




Search trends & social search data from Glimpse



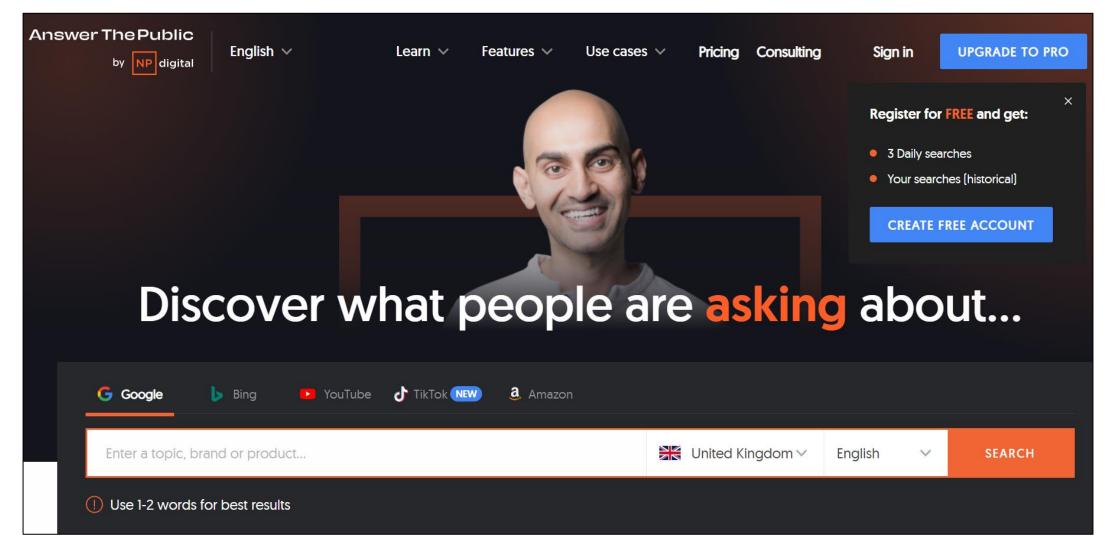






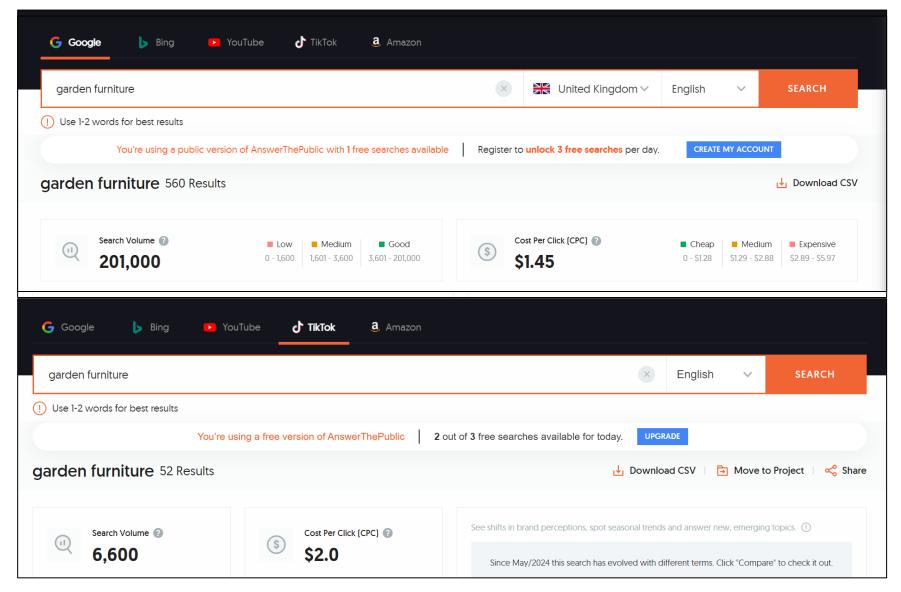


Data from Answer The Public





Search volume in Google vs TikTok – garden furniture

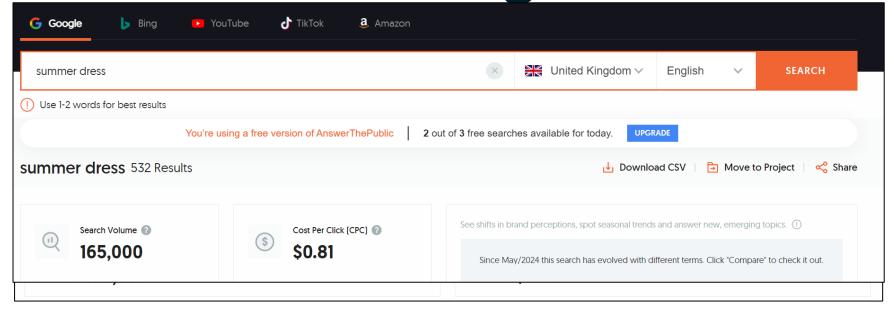


Garden furniture (Aug) Google searches = 201k

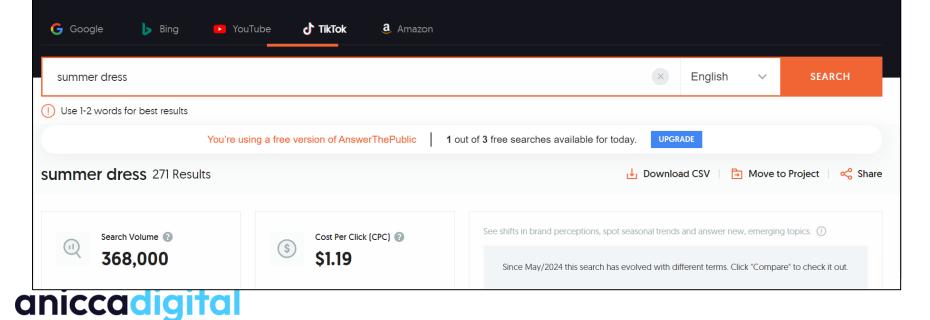
Garden furniture TikTok searches = 6.6k



Search volume in Google vs TikTok – summer dress



Summer dress (Aug) Google searches = 165k



Summer dress
TikTok searches = 368k

TikTok launches search ads

Search Engine Land

Search Engine Land » PPC » TikTok Search Ads Campaign launch in U.S.

TikTok Search Ads Campaign launch in U.S.

Tiktok's keyword-based search ad solution allows brands to target users directly in search results, stepping up its competition with Google's ad business.

Anu Adegbola on September 24, 2024 at 12:51 pm | Reading time: 2 minutes



<u>TikTok</u> is taking a direct shot at Google with the launch of TikTok Search Ads Campaign in the U.S. Advertisers can now target users on its search results page.

Previously, <u>ads on TikTok's search page</u> were more generic. But now brands can tailor their ads to align with specific search behaviors.

Why it matters. TikTok has a growing role as a search engine for younger users – 57% of users use the app's search function, according to internal TikTok data. This new feature lets you capture attention at critical moments of intent. TikTok's move could threaten Google's dominance, <u>as younger</u>

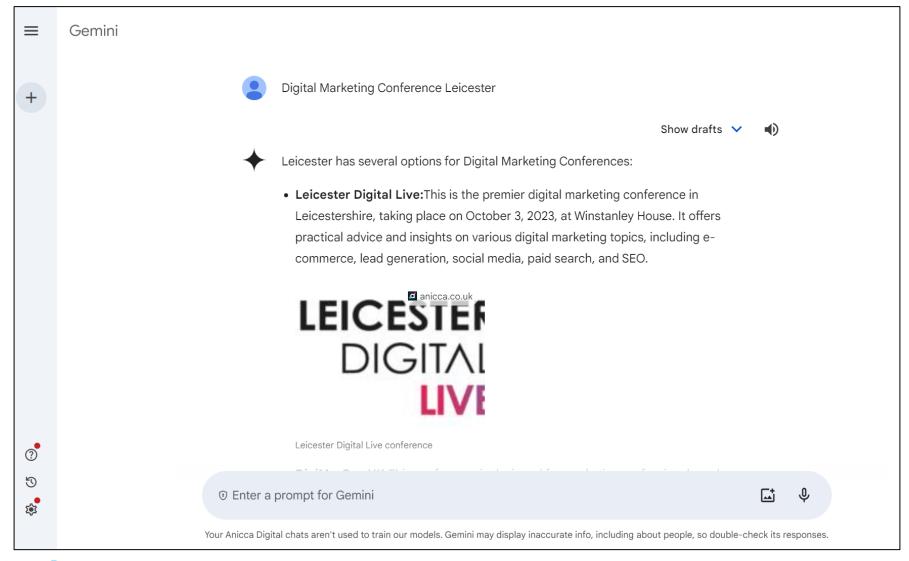




3) GenAl & it's impact on search

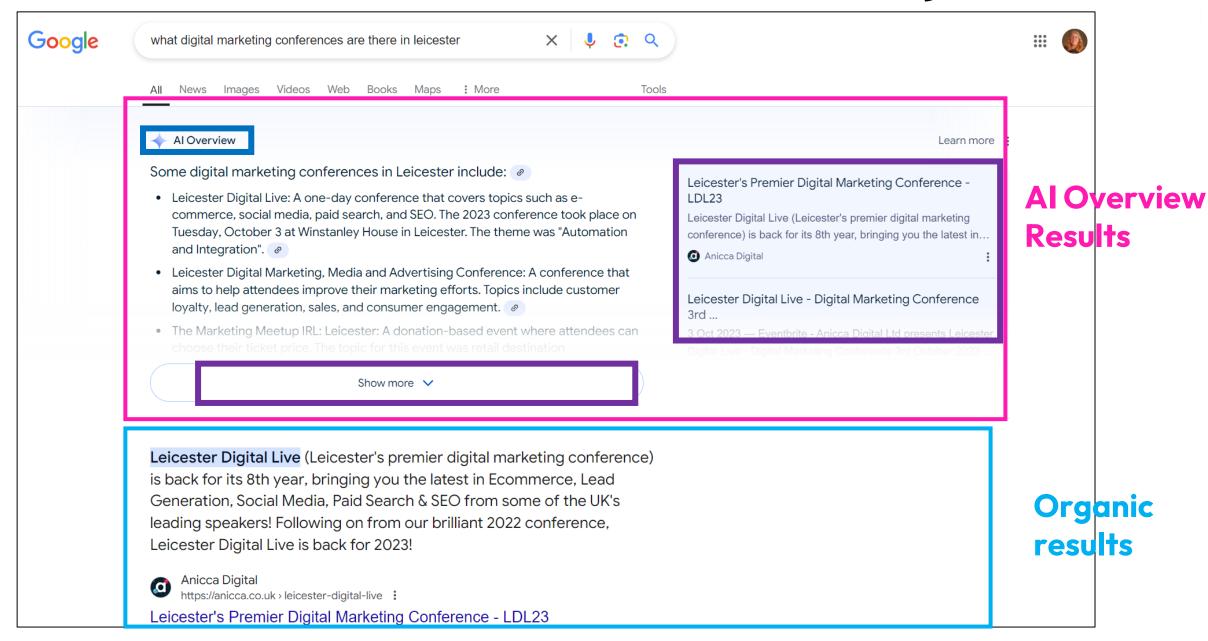


Gemini replaced Bard (paid version = "Advanced")

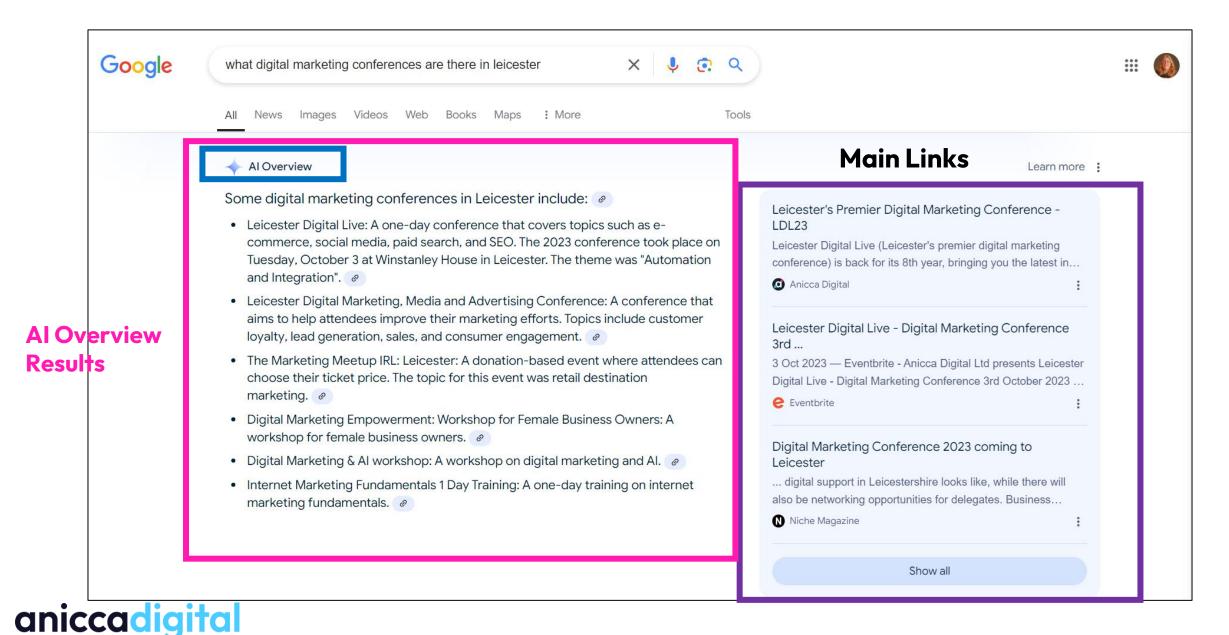




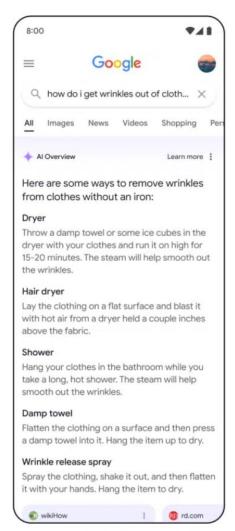
Al Overviews – First seen in UK on 23rd May 24

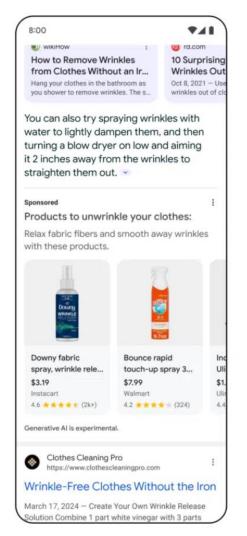


Al Overviews



Ads are coming to Al overviews





- Google needs to maintain its income, lost by providing answers in Al Overviews
- Organic search results will be pushed down, and new Generative Search Optimisation (GSO) will be required
- Paid ads in the AI results will be at a premium, as brands get less traffic from organic search

How often are AI overviews shown & predicted drop in organic search traffic

Analysis date	August 23, 2024	July 11, 2024	June 3, 2024		
AIOs appeared in the search	12,472 keywords 12.47% of searches	7,475 keywords 7.47% of searches	8,718 keywords 8.71% of searches		
Ads accompanied AIOs in search	1,685 keywords 13.51% of searches	708 keywords 9.47% of searches	4,551 keywords 52.20% of searches		

STAMFORD, Conn., February 19, 2024

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Gartner Predicts Search Engine Volume Will Drop 25% by 2026, Due to AI Chatbots and **Other Virtual Agents**

Tech Marketing Tactics to be Discussed at the Gartner Tech Growth & Innovation Conference, March 20-21 in Grapevine, Texas

By 2026, traditional search engine volume will drop 25%, with search marketing losing market share to AI chatbots and other virtual agents, according to Gartner, Inc.

"Organic and paid search are vital channels for tech marketers seeking to reach awareness and demand generation goals," said Alan Antin, Vice President Analyst at Gartner. "Generative Al (GenAI) solutions are becoming substitute answer engines, replacing user queries that previously may have been executed in traditional search engines. This will force companies to rethink their marketing channels strategy as GenAI becomes more embedded across all aspects of the

https://seranking.com/blog/ai-overviews-and-ads-research/

bounteous × Accolite

Business Implications of AI Overview

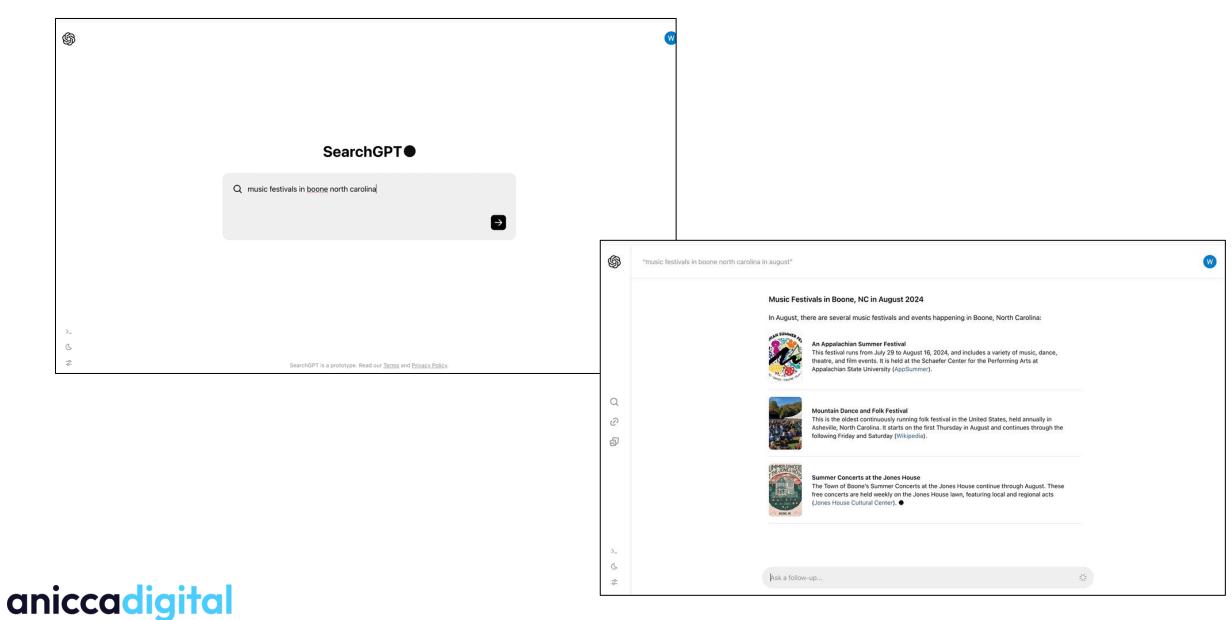
Although Google has released Al Overview as a Beta, the public at large, and businesses for that matter, are unaware of the impending change. The impact on organic rankings or even how to optimize is not fully realized. We know that there will be some impact on Organic search and now is the time to prepare.

Early testing has concluded that AI Overview could lead to an 18-64% decrease in organic traffic for some websites, particularly involving Informational-type queries. Closely tracking KPIs and metrics will be essential in understanding the direct impact including conversions. The good news here is that search engines coupled with detailed analytics reporting may be able to gather more granular data on user interactions and engagement within the search results page itself. This could give businesses valuable insights to refine their content and marketing strategies.

https://www.bounteous.com/insights/2024/05/29/understanding-googles-aioverview-impact-organic-search-and-business-strategies/

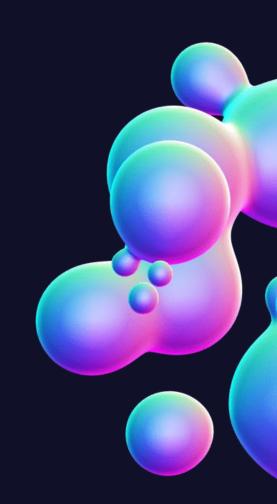
https://www.gartner.com/en/newsroom/press-releases/2024-02-19-gartner-predicts-searchengine-volume-will-drop-25-percent-by-2026-due-to-ai-chatbots-and-other-virtual-agents

search.chatgpt is coming





Optimising your website for inclusion in Generative Al



Will SEO's be able to influence or optimise the training data used in Generative AI based searches?

- If you look for data now within ChatGPT and Gemini etc. they are highly collated and the product or services shown are often limited to the most well-known brands
- So how will SEO's be able to get their website into the search results without paying for PPC?
- Is GSO (Generative Search Optimisation) the new SEO?
- Other people are calling this Large Language Model Optimization (LLMO),
 Generative AI Optimization (GAIO), or Answer Engine Optimization (AEO)
- I suspect the activities and role of SEO's will change significantly in the next 2 years?

What Anicca can do using Al for ecommerce sites

- 1) Creation of content at scale (e.g. product pages) using Our Mammoth tool here is a link to the original landing page https://anicca.co.uk/content-mammoth/
- 2) Use of my custom GPT (called Virtual CMO), which can be used for helping to develop various aspects of marketing plans and go-to-market strategies, such as bespoke personas, content marketing calendars and other sales and marketing resources, based specifically on your brand guidelines, and tone of voice etc.
- 3) Our approach to optimise for generative search results, or SGO, is shown in the diagram below.

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Elements of Generative Search Optimisation (GSO)

Pre-Training Data

Is your website & content contained in the training data i.e. Large Language Model (LLM)

Retrieval-Augmented Generation (RAG) Data

Accessing live online data to supplement the LLM

Queries / Prompts

What prompts or questions do users ask? Use of SEO tools as a proxy for common prompts

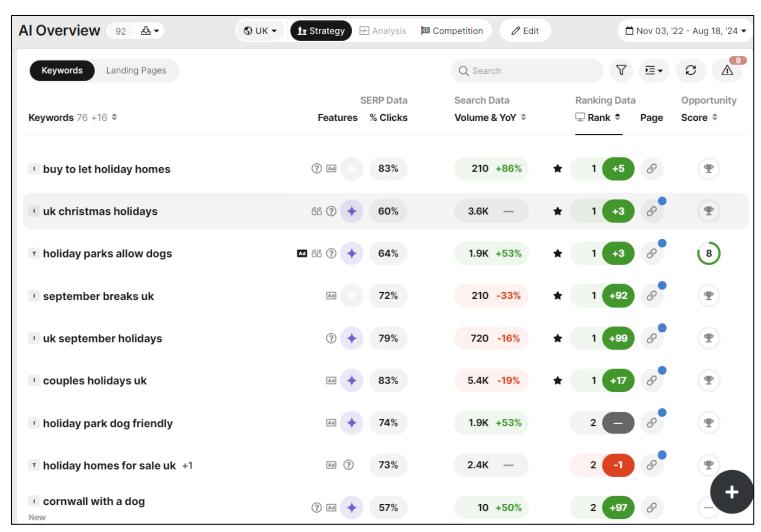
Mentions in the responses

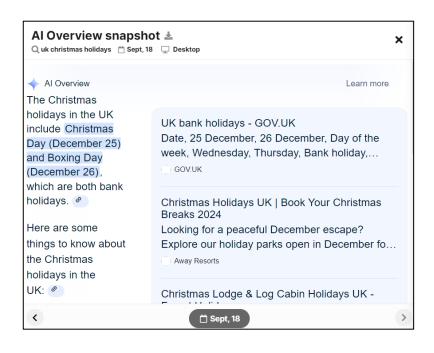
How to measure if you are found for the target queries & prompts?

Generative Search Optimisation (GSO)

What changes can you make to increase your presence in answers?

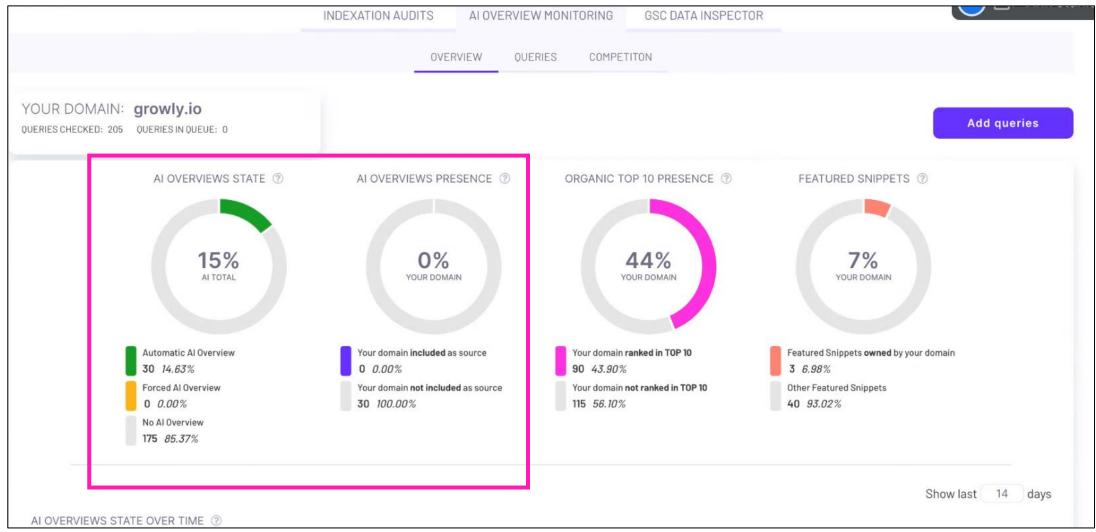
SEOmonitor – SEO ranking tool with AI Overviews added in







Ziptie.dev -Example of new AI Overviews tracking tool





How we will measure & understand mentions

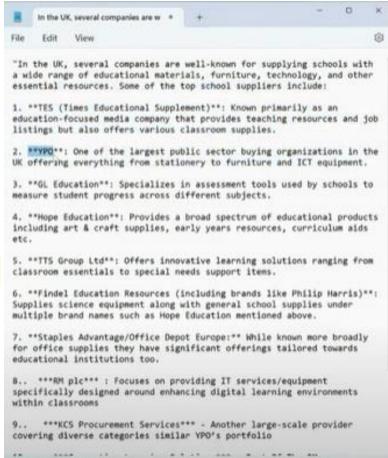
- We are planning to use a similar approach to Mammoth (API calls via python); as the mechanism for assessing the current mentions of a brand within ChatGPT and AI overview results:
 - Create an Excel sheet with a list of prompts, using keyword data in combination with typical pre-text, or use of long tail keywords & questions
 - Use our Python scripts to send prompt to the API to create the answer
 - Bring the message back into a separate Excel sheet, associated with the original keyphrase
- This information is essential, so we can reverse engineer how to be found in the results:
 - Use various metrics and visualisations to display how often your brand and your competitors are mentioned
 - Correlate this data with SEO rankings and other citations such as directories, to determine whether organic SEO or other factors is having the biggest impact on the results



Use of Excel, Python, ChatGPT API to see mentions



	A	В	C Answer - GPT-4o	Word				- "			C	. 1:1 7
1	Keyword	Prompt		Count *	Your brand		Competitor 1		Competitor 2		Competitor 3	
2	school suppliers	In the UK, who are	In the UK, several companies are well-known for supplying educational institutions with a wide range of products and services. Here are some of the top school suppliers:	255	1	0.39%	1	0.39%	2	0.78%	2	0.78%
3	school furniture suppliers	some of the top	In the UK, there are several well-regarded suppliers of school furniture known for their quality products and services. Here are some of the top ones:	220	0	0.00%	0	0.00%	0	0.00%	0	0.00%
4	school stationery suppliers		In the UK, there are several well-known suppliers of school stationery that cater to both individual consumers and educational institutions. Some of the top suppliers include:	241	0 9	0.00%	0	0.00%	0	0.00%	0	0.00%
5	school equipment suppliers		In the UK, there are several well-regarded suppliers of school equipment that cater to a wide range of educational needs. Here are some notable ones:	258	1	0.39%	2	0.78%	1	0.39%	1	0.39%
6	school uniform suppliers		In the UK, several companies are well-known for supplying school uniforms. Some of the top suppliers include: 1. "*Trutex*": One of the oldest and most recognized names in	181	0	0.00%	0	0.00%	0	0.00%	0	0.00%
7	school pe kit suppliers	some of the top	In the UK, several companies are well-known for supplying hig quality PE kits and school uniforms. Some of the top suppliers include:		0	0.00%	0	0.00%	0	0.00%	0	0.00%
	0.2.3	In the UK, who are	In the UK, several companies are well-regarded for supplying									

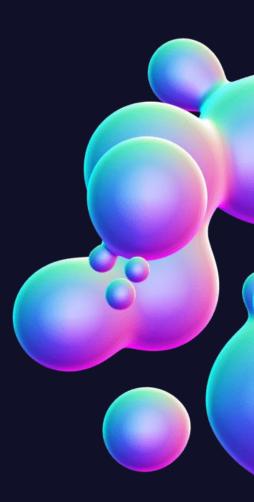




1 2 3

Role of Search to drive traffic Search beyond search engines Al & impact on Search

Conclusions



Conclusions

Main observations, issues & trends

- Google still dominates traffic generation, despite a recent dip in US traffic
- Bing, Yahoo, DuckDuckGo and Brave are becoming more important
- **TikTok, YouTube, Reddit & Pinterest** are also important parts of the discovery process this is where users spend their time & discover new products (& can also buy!)
- Shopping platforms like Amazon, Walmart and Retail Media offer display opportunities
- Surprisingly, Reddit & X/Twitter drive more referral traffic than LinkedIn
- ChatGPT and Al powered search like Bing, Perplexity, Google's Al Overviews & new ChatGPT-40 Search will grow rapidly & change search forever
- What will be the **financial impact of large drops in traffic** (can anyone remember Panda?)
- New strategies are now needed for GSO, as Gen AI results play a larger role

Solutions

- An **Integrated on-page optimisation strategy** is required for SEO, PPC & GSO
- **Channel diversification** is key to maximise opportunities & protect from over-dependence on Google & traditional search



Resources



bit.ly/anicca-search-evolution

Other resources:

Free weekly webinars (every Friday 9-10am)

bit.ly/anicca-webinars

Webinar on ChatGPT

bit.ly/anicca-chatgpt

Book – A10 Marketing framework

bit.ly/anicca-A10

Book - Integrate - Creating an Integrated Marketing Strategy

bit.ly/anicca-integrate

Free Level 5 Skills Bootcamps in East Midlands & New Anglia (>100 hours over 16 weeks)

bit.ly/anicca-free-training

Register to attend our in-person Ecommerce Events



Next Leicester Ecommerce Lunch on 17th October 1–3pm, at the Veeno Bar, Leicester.

You must be a retailer, ecommerce business to claim your free place.

Tech/software supplier and agencies by invitation only

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Any questions?

Thankyou

ann@anicca.co.uk

bit.ly/anicca-digital-women-live

