

nVision Monthly Checklists



Kelley Blue Book

Marketing Director

KEY PERFORMANCE INDICATORS AS OF 01-13-2020



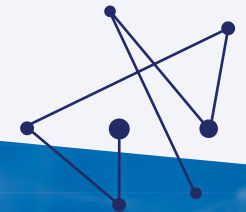
Analyze Market:

- Check your **market share of activity** by Make, New, Used, CPO. Look for:
 - % of Listings \leq Search Impressions
 - VDP Views \geq Search Impressions
 - Shopper Engagement \geq VDP Views
- Check your **Market Share overview** for sudden changes:
 - Market Share of Daily Listings \leq Market Share of SRPs and Market Share of VDPs
- Check **Competitive Ranking & Overall Ranking**:
 - 100% or higher efficiency means you're getting more than your market share of VDPs based on your inventory %
 - **Overall Ranking** shows your rank based on all stores in the market you selected based on VDP counts.



Analyze Leads:

- Look at the number of leads submitted, spot-check the email addresses and phone numbers in the CRM for proper sold attribution.
- Look at the **online Engagement metrics** for Clicks to Dealer Website and associated website traffic, activity, and lead submittals.
- Look at **trending graph** for **overview of lead counts based on marketing campaigns**. Be sure to note marketing changes or campaigns in the trend graph for easy change-tracking.
- Review your **phone calls** to ensure the best customer experience.





Analyze Inventory:

- Verify there are no merchandising or outlying pricing issues.
- Check **historic trends** and **activity online** for cars to ensure there are no sudden drops in online activity and engagement.
- Look at the **Merchandising vs Probability to Sell** matrix to ensure a high number of cars are in the Stay the Course category.



Analyze Promotion:

- Review **Exposure** to confirm there are no cars in Standard or Base Listings.
- Check **marketing programs** as necessary and trending over time.
- Check that the **spotlights** are being used properly and swapped as needed.



Audience Explorer:

- Create campaigns, landing pages, or additional exposure for groups of aging cars based on interest and geography.