

Compreender o seu público

Análise e monitorização digital

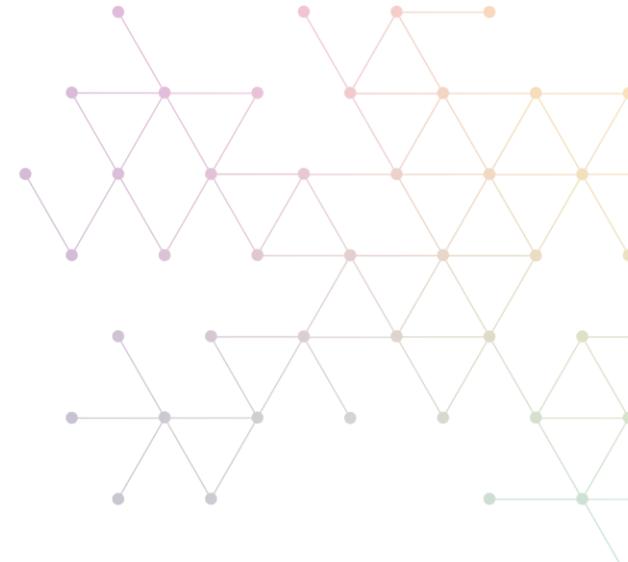
Compreender o seu público

O **comportamento do utilizador** num sítio Web pode ser comparado ao comportamento de um comprador numa loja física. Tal como um comprador pode percorrer diferentes corredores, pegar e examinar produtos e fazer compras, um visitante de um Web site pode clicar em diferentes páginas, passar quantidades variáveis de tempo no site e concluir determinadas acções (como fazer uma compra ou preencher um formulário). **O Google Analytics** permite que os proprietários de Web sites acompanhem e analisem este "comportamento do comprador" no seu Web site, fornecendo-lhes informações sobre como melhorar o Web site e atrair mais clientes. Cada visualização de página, clique e conversão é como uma palavra e, ao analisar os padrões e as sequências destas "palavras", os proprietários de sítios Web podem compreender as "frases" e as "conversas" que os utilizadores estão a ter com o seu sítio Web. Tal como um linguista pode compreender o significado por detrás de uma frase observando a sua estrutura e contexto, **os proprietários de sítios Web** podem utilizar a análise para compreender as motivações e necessidades dos seus utilizadores, analisando o seu comportamento no sítio.



Objetivos de aprendizagem

- Comparar os tipos de comportamento dos utilizadores
- Avaliar o comportamento dos utilizadores



Tópicos

- Visão geral do público
- Comportamentos dos utilizadores
- Avaliar a aquisição
- Compreender o comportamento
- Avaliar a conversão
- Avaliar a retenção/fidelização

"Os utilizadores nunca esquecerão como o seu produto ou serviço os fez sentir."

Mario Maruffi



Co-funded by
the European Union



"Os dados são apenas resumos de milhares de histórias - conte algumas dessas histórias para ajudar a dar significado aos dados."

Chip e Dan Heath



Co-funded by
the European Union

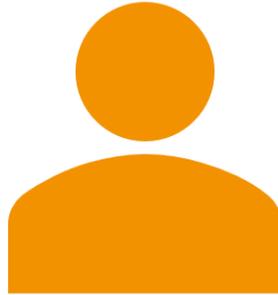


Visão geral do público



Visão geral do público

Utilizador vs. Sessões



Utilizador

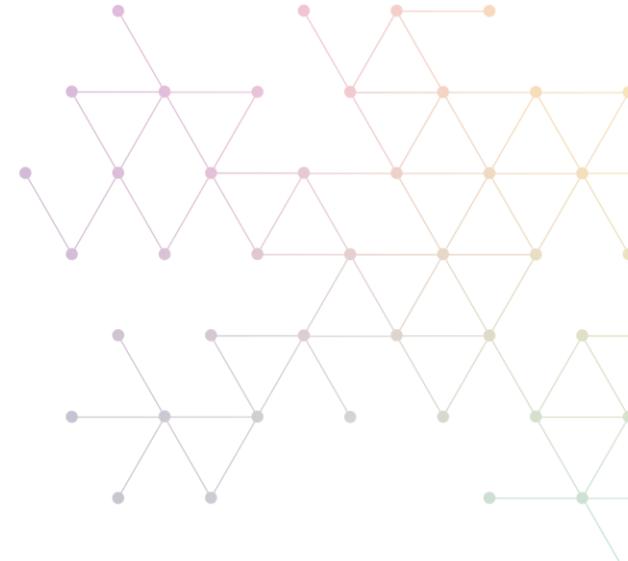


**O utilizador tem
sessões**

Visão geral do público

Dados demográficos do público

- Geografia e língua
- Género e idade
- Interesse
- Tecnologia e dispositivos



Atividade de avaliação

Os grupos acedem à conta de demonstração do Google Analytics e escolhem a propriedade Google Analytics 4:

Google Merchandise Store

Utilizando os dados da plataforma, responda às seguintes perguntas:

- a) Qual é o perfil demográfico do público (por exemplo, idade, sexo, rendimento, etc.)?
- b) Que tecnologia utilizam?





official merchandise store



official merchandise store



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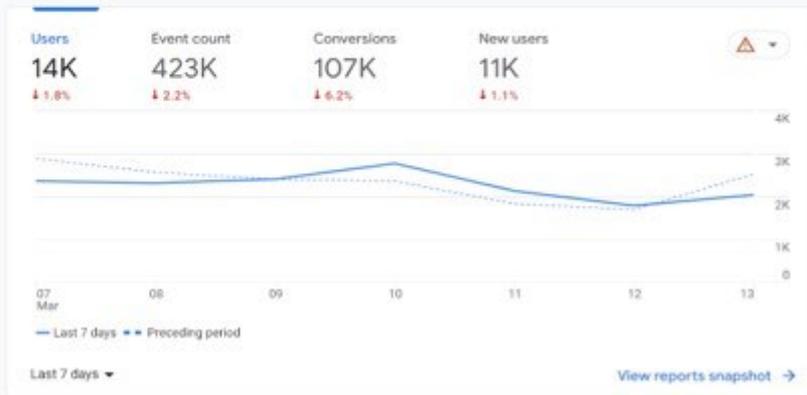
Take Your Pick

We've got the whole family covered

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Home



USERS IN LAST 30 MINUTES

50

USERS PER MINUTE



COUNTRY ▾

USERS ▾

India	17
United States	12
South Korea	5
Canada	3

[View real time](#) →

Recently accessed



Reports and pages that you've recently visited will appear here.

Suggested for you

Users ▾ by Country ID ▾



COUNTRY ID	USERS
United States	8.2K <small>↓ 1.3%</small>
India	1.3K <small>↓ 8.1%</small>
Canada	1.1K <small>↓ 10.3%</small>

Sessions ▾ by Session default c... ▾

SESSION DEFAULT ...	SESSIONS
Direct	8K <small>↑ 31.6%</small>
Organic Search	6.2K <small>↓ 10.1%</small>
Paid Search	2.1K <small>↑ 15.7%</small>

Views by Page title and scree...

PAGE TITLE AND S...	VIEWS
Home	12K <small>↑ 10.6%</small>
Shopping Cart	3.7K <small>↓ 5.8%</small>
Men's / Un...ise Store	3.1K <small>↓ 7.9%</small>



Definir o período de análise dos dados

01/01/2022 - 31/12/2022



Demographics overview

Last 28 days 14 Feb - 13 Mar 2023

Users by Country



COUNTRY	USERS
United States	32K
Canada	6.5K
India	5.6K
China	2.1K
Japan	1.1K
South Korea	800
Taiwan	664

[View countries](#)

USERS IN LAST 30 MINUTES

51

USERS PER MINUTE



TOP COUNTRIES

COUNTRY	USERS
India	17
United States	12
South Korea	5
Canada	4
China	3

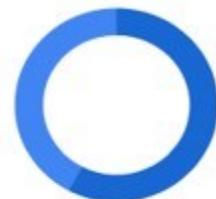
[View real time](#)

Users by Town/City

TOWN/CITY	USERS
New York	2K
Toronto	1.2K
Mountain View	1K
Los Angeles	984
San Jose	929
Chicago	899
Montreal	851

[View cities](#)

Users by Gender



MALE 57.8% FEMALE 42.2%

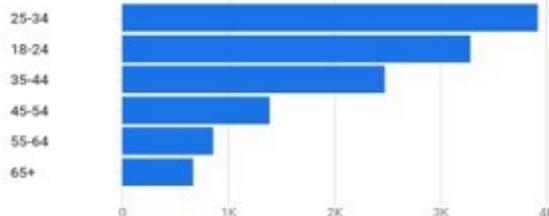
[View genders](#)

Users by Interests

INTERESTS	USERS
Technology/Mobile Enthusiasts	3.3K
Media & Entert... & Animation Fans	1.9K
Shoppers/Value Shoppers	1.7K
Technology/Technophiles	1.6K
Media & Entertainment/Movie Lovers	1.4K
Banking & Finance/Avid Investors	1.2K
Travel/Business Travelers	1.2K

[View interests](#)

Users by Age



[View age ranges](#)

Users by Language

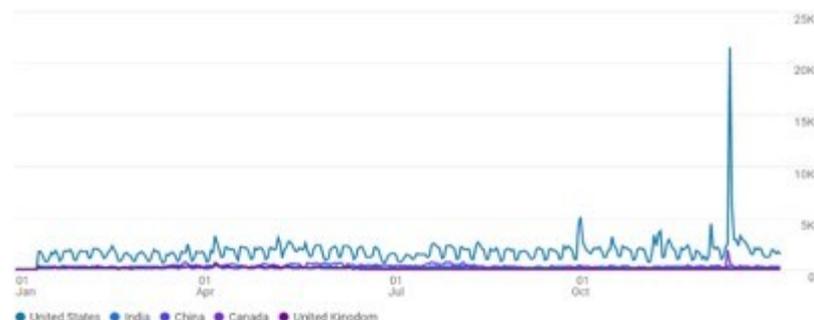


[View languages](#)

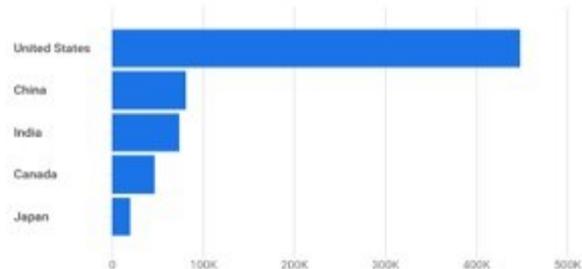
Demographic details: Country

Last calendar year: 1 Jan - 31 Dec 2022

Users by Country over time



Users by Country



Search...

Rows per page: 10 Go to: 1 1-10 of 138

Country	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count	Conversions	Total revenue
	100% of total	100% of total	100% of total	Avg 0%	Avg 0%	Avg 0%	100% of total	100% of total	100% of total
1 United States	448,356	429,502	498,741	64.16%	1.11	3m 05s	21,809,932	863,346.00	\$2,487,801.41
2 China	81,562	78,741	46,025	53.65%	0.56	0m 10s	571,742	86,008.00	\$446.00
3 India	74,434	69,813	65,152	63.7%	0.88	1m 13s	1,872,741	101,719.00	\$3,830.15
4 Canada	46,726	44,519	43,091	60.1%	0.92	1m 56s	1,708,463	72,987.00	\$53,754.72
5 Japan	20,100	17,520	16,754	58.6%	0.83	1m 26s	635,971	25,922.00	\$3,432.00
6 United Kingdom	18,781	16,459	18,597	64.96%	0.99	1m 44s	671,607	17,790.00	\$21,936.56
7 Germany	15,859	8,362	6,521	35.16%	0.41	0m 33s	248,192	8,651.00	\$120.80
8 Taiwan	14,445	12,624	14,696	60.34%	1.02	2m 03s	569,358	21,002.00	\$5,754.60



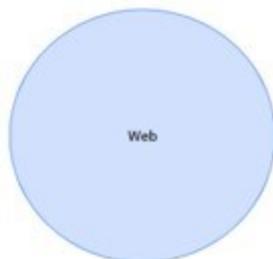


Tech overview

Last calendar year 1 Jan - 31 Dec 2022



Users by Platform

WEB
100.0%[View platforms →](#)

USERS IN LAST 30 MINUTES

85

USERS PER MINUTE



TOP PLATFORMS

web 85

[View real time →](#)

Users by Operating system

OPERATING SYSTEM

OPERATING SYSTEM	USERS
Android	254K
Windows	240K
Macintosh	209K
iOS	148K
Chrome OS	53K
Linux	16K
Tizen	77

[View operating systems →](#)

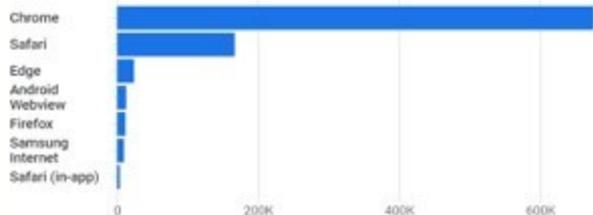
Users by Platform/Device category

PLATFORM/DEVICE CATEGORY

PLATFORM/DEVICE CATEGORY	USERS
web / desktop	513K
web / mobile	368K
web / tablet	32K
web / smart tv	140

[View platform devices →](#)

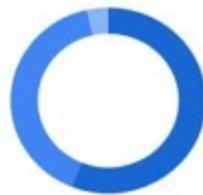
Users by Browser



Include Platform = Web

[View browsers →](#)

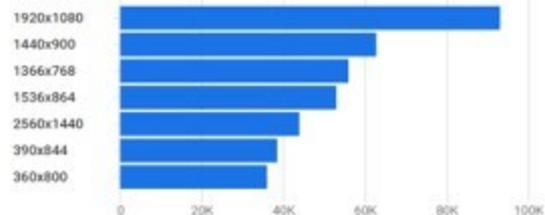
Users by Device category



DESKTOP 56.1% MOBILE 40.3% TABLET 3.5%

[View device categories →](#)

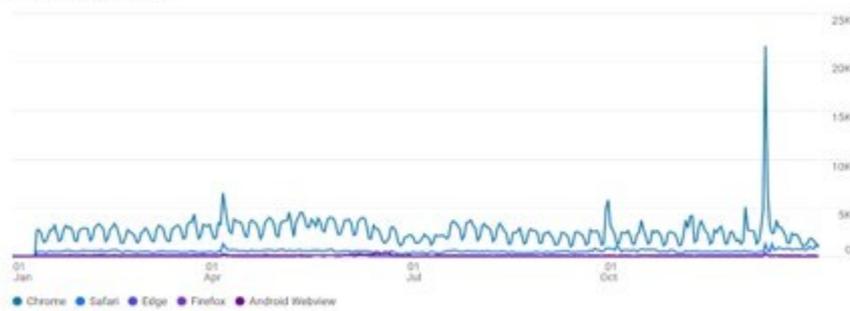
Users by Screen resolution



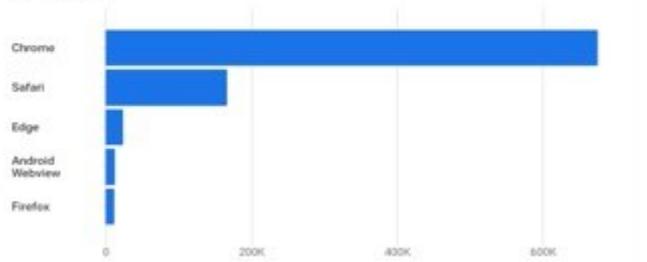
Include Platform = Web

[View screen resolutions →](#)

Users by Browser over time



Users by Browser



Search... Rows per page: 10 Go to: 1 < 1-10 of 16 >

Browser	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count	Conversions	Total revenue
	913,917 100% of total	860,159 100% of total	906,531 100% of total	63.38% Avg 0%	0.99 Avg 0%	2m 09s Avg 0%	35,630,802 100% of total	1,554,008.00 100% of total	\$2,626,635.24 100% of total
1 Chrome	675,776	632,279	724,370	64.58%	1.07	2m 30s	29,045,857	1,135,642.00	\$2,516,796.79
2 Safari	166,724	159,584	118,466	53.9%	0.71	1m 07s	3,412,692	220,235.00	\$82,393.80
3 Edge	24,162	21,674	23,110	60.96%	0.96	1m 39s	912,771	32,635.00	\$15,010.78
4 Android Webview	12,937	12,079	8,545	56.48%	0.66	0m 58s	228,599	14,155.00	\$1,568.28
5 Firefox	12,463	11,194	11,120	62.83%	0.89	1m 38s	454,365	15,742.00	\$9,423.39
6 Samsung Internet	10,326	9,899	6,522	49.65%	0.63	0m 51s	157,039	11,983.00	\$551.20
7 Safari (in-app)	4,531	4,412	2,686	51.62%	0.59	0m 36s	75,834	5,755.00	\$8.00
8 Opera	3,038	2,836	2,659	58.07%	0.88	1m 17s	82,685	4,188.00	\$853.00
9 UC Browser	2,715	2,689	1,433	50.3%	0.53	0m 13s	20,768	2,886.00	\$0.00
10 Amazon Silk	1,705	1,691	798	35.7%	0.47	0m 26s	20,144	1,741.00	\$0.00

Analytics All accounts > Demo Account GA4 - Google Merchandise ...

Try searching "how many users last month vs last year"

Demographic details: Country

Last calendar year: 1 Jan - 31 Dec 2022

Country	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count	Conversions	Total revenue
	100% of total	100% of total	100% of total	Avg 0%	Avg 0%	Avg 0%	100% of total	100% of total	100% of total
1 United States	448,356	429,502	498,741	64.16%	1.11	3m 05s	21,809,932	863,346.00	\$2,487,801.41
2 China	81,562	78,741	46,025	53.65%	0.56	0m 10s	571,742	86,008.00	\$446.00
3 India	74,434	69,813	65,152	63.7%	0.88	1m 13s	1,872,741	101,719.00	\$3,830.15
4 Canada	46,726	44,519	43,091	60.1%	0.92	1m 56s	1,708,463	72,987.00	\$53,754.72
5 Japan	20,100	17,520	16,754	58.6%	0.83	1m 26s	635,971	25,922.00	\$3,432.00
6 United Kingdom	18,781	16,459	18,597	64.96%	0.99	1m 44s	671,607	17,790.00	\$21,936.56
7 Germany	15,859	8,362	6,521	35.16%	0.41	0m 33s	248,192	8,651.00	\$120.80
8 Taiwan	14,445	12,624	14,696	60.34%	1.02	2m 03s	569,358	21,002.00	\$5,754.60
9 Singapore	12,686	11,603	12,683	63.04%	1.00	1m 42s	442,879	17,777.00	\$6,127.01
10 South Korea	12,679	11,245	13,060	61.83%	1.03	1m 28s	493,069	17,409.00	\$2,624.82
11 Hong Kong	11,183	10,190	7,689	57.89%	0.69	0m 42s	205,592	13,734.00	\$837.16
12 Brazil	10,033	8,970	9,001	60.73%	0.90	1m 27s	349,203	13,250.00	\$7,989.01
13 France	9,918	8,739	8,876	55.23%	0.89	1m 08s	299,106	9,202.00	\$1,528.40
14 Australia	9,537	9,054	8,159	62.99%	0.86	1m 22s	234,012	12,810.00	\$833.45
15 Spain	8,837	7,852	8,578	55.69%	0.97	1m 18s	306,687	8,357.00	\$338.80
16 Indonesia	8,647	7,836	9,216	63.58%	1.07	1m 35s	276,280	10,730.00	\$1,914.32
17 Mexico	7,024	6,292	6,968	62.4%	0.99	2m 06s	273,368	10,201.00	\$4,727.57
18 Netherlands	5,286	4,666	4,237	54.47%	0.80	1m 06s	140,358	4,903.00	\$362.20
19 Colombia	5,130	4,682	5,044	60.55%	0.98	1m 37s	175,608	6,788.00	\$1,819.94
20 Peru	4,414	4,020	4,594	62.75%	1.04	1m 21s	148,354	5,443.00	\$430.40
21 Russia	4,411	3,760	4,309	57.27%	0.98	1m 24s	160,192	5,121.00	\$236.00
22 Philippines	4,375	4,096	4,100	62.99%	0.94	1m 42s	150,424	5,999.00	\$634.70
23 Italy	4,355	3,999	3,588	56.36%	0.82	1m 02s	119,783	4,103.00	\$75.00
24 Turkey	3,890	3,048	2,771	50.08%	0.71	1m 12s	112,610	4,448.00	\$20.80



Demographic details: Language

Last calendar year: 1 Jan - 31 Dec 2022

Language	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count	Conversions	Total revenue
	100% of total	100% of total	100% of total	Avg 0%	Avg 0%	Avg 0%	100% of total	100% of total	100% of total
1 English	658,598	623,802	706,914	63.2%	1.07	2m 38s	28,896,346	1,151,475.00	\$2,596,740.62
2 Chinese	124,256	121,445	77,940	56.55%	0.63	0m 23s	1,430,986	140,327.00	\$6,797.52
3 Spanish	34,322	31,225	30,933	59.83%	0.90	1m 21s	1,074,212	42,412.00	\$5,944.85
4 French	16,079	14,737	13,921	54.89%	0.87	1m 09s	446,517	17,013.00	\$3,348.45
5 Japanese	14,193	12,217	12,681	56.83%	0.89	1m 58s	568,467	19,459.00	\$5,766.85
6 Korean	11,463	10,114	12,417	62.63%	1.08	1m 37s	478,439	16,541.00	\$4,241.00
7 Portuguese	9,354	8,370	8,203	60.19%	0.88	1m 17s	328,424	11,090.00	\$1,116.88
8 German	7,167	6,622	5,436	53.88%	0.76	1m 03s	181,904	7,071.00	\$623.85
9 Russian	5,982	5,204	6,050	58.91%	1.01	1m 31s	229,500	7,625.00	\$624.97
10 Italian	3,947	3,647	3,308	56.66%	0.84	1m 04s	114,934	3,877.00	\$165.75
11 Dutch	3,420	3,101	2,963	55.47%	0.87	1m 10s	89,942	3,227.00	\$32.80
12 Polish	2,852	2,490	2,385	56.72%	0.84	1m 07s	76,659	2,567.00	\$154.70
13 Turkish	2,827	2,202	1,916	48.74%	0.68	1m 10s	82,075	2,888.00	\$0.00
14 (other)	2,246	281	94	30.23%	0.04	0m 05s	1,151,126	109,517.00	\$0.00
15 Indonesian	2,231	2,059	1,877	59.32%	0.84	1m 02s	49,401	2,492.00	\$0.00
16 Vietnamese	2,217	1,882	1,528	50.05%	0.69	1m 02s	50,179	2,904.00	\$280.28
17 Arabic	1,532	1,290	1,182	56.1%	0.77	1m 12s	38,967	1,759.00	\$0.00
18 Swedish	1,473	1,323	2,197	63.01%	1.49	2m 55s	89,542	1,622.00	\$379.60
19 Thai	1,121	958	980	57.31%	0.87	2m 26s	33,737	1,348.00	\$141.00
20 Danish	1,062	985	882	60.49%	0.83	1m 02s	27,683	1,016.00	\$0.00
21 Hebrew	936	869	868	64.06%	0.93	1m 12s	29,236	1,170.00	\$0.00
22 Ukrainian	690	627	618	64.17%	0.90	1m 16s	18,957	1,452.00	\$89.00
23 Norwegian Bokmål	649	611	585	54.37%	0.90	1m 23s	20,041	621.00	\$0.00
24 Hindi	540	504	337	51.14%	0.62	0m 26s	6,157	586.00	\$0.00



Género e idade

All Users Add comparison +

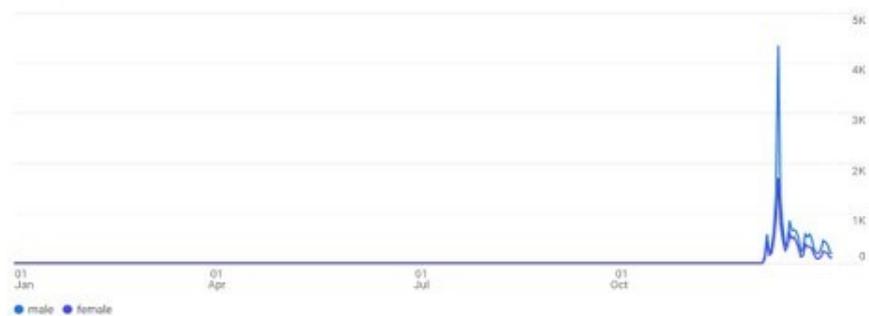
Last calendar year 1 Jan - 31 Dec 2022

Demographic details: Gender

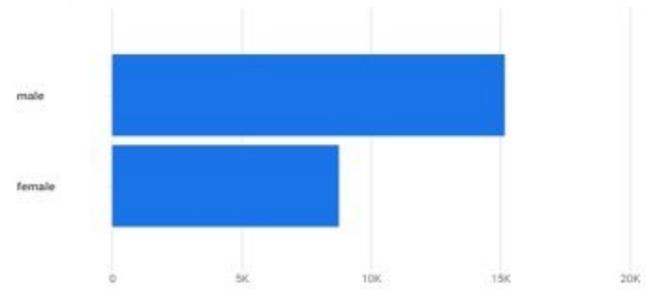
Share, Refresh icons

Add filter +

Users by Gender over time



Users by Gender



Search...

Rows per page: 10 1-3 of 3

Gender	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count	Conversions	Total revenue
unknown	913,917 100% of total	860,276 100% of total	906,531 100% of total	63.38% Avg 0%	0.99 Avg 0%	2m 09s Avg 0%	35,632,015 100% of total	1,554,132.00 100% of total	\$2,626,635.24 100% of total
1 unknown	895,827	843,070	878,382	63.03%	0.98	2m 07s	34,524,258	1,410,708.00	\$2,509,447.66
2 male	15,169	11,225	17,185	72.99%	1.13	3m 01s	669,212	91,978.00	\$69,689.99
3 female	8,758	5,981	10,148	72.63%	1.16	3m 11s	438,545	51,446.00	\$47,497.59



Género e idade

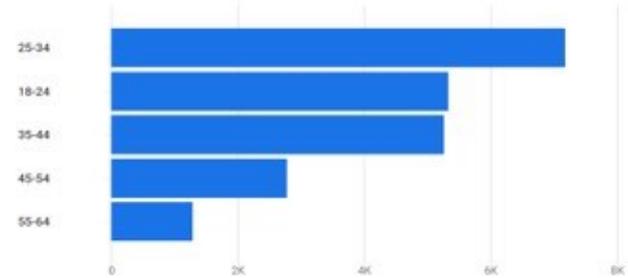
Demographic details: Age

Last calendar year 1 Jan - 31 Dec 2022

Users by Age over time



Users by Age



Search...

Rows per page: 10 1-7 of 7

Age	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count	Conversions	Total revenue
unknown	913,917 100% of total	860,276 100% of total	906,531 100% of total	63.38% Avg 0%	0.99 Avg 0%	2m 09s Avg 0%	35,632,015 100% of total	1,554,132.00 100% of total	\$2,626,635.24 100% of total
1 unknown	897,503	844,547	881,241	63.12%	0.98	2m 07s	34,594,131	1,419,781.00	\$2,516,318.02
2 25-34	7,176	4,714	8,345	73.76%	1.16	3m 08s	342,826	44,188.00	\$41,776.08
3 18-24	5,336	3,583	6,259	73.79%	1.17	3m 13s	270,814	33,018.00	\$25,260.44
4 35-44	5,269	3,880	5,526	69.87%	1.05	2m 48s	218,237	30,580.00	\$18,520.87
5 45-54	2,778	1,977	3,089	73.32%	1.11	3m 25s	130,186	16,322.00	\$17,108.91
6 55-64	1,289	963	1,407	74.68%	1.09	2m 36s	50,591	6,828.00	\$2,991.18
7 65+	775	612	842	74.98%	1.09	2m 04s	25,230	3,415.00	\$4,659.74



Reports snapshot

Real-time

Life cycle

- Acquisition
 - Overview
 - User acquisition
 - Traffic acquisition
- Engagement
- Monetisation
- Retention
- User
 - Demographics
 - Overview
 - Demographic details
 - Tech
 - Overview
 - Tech details

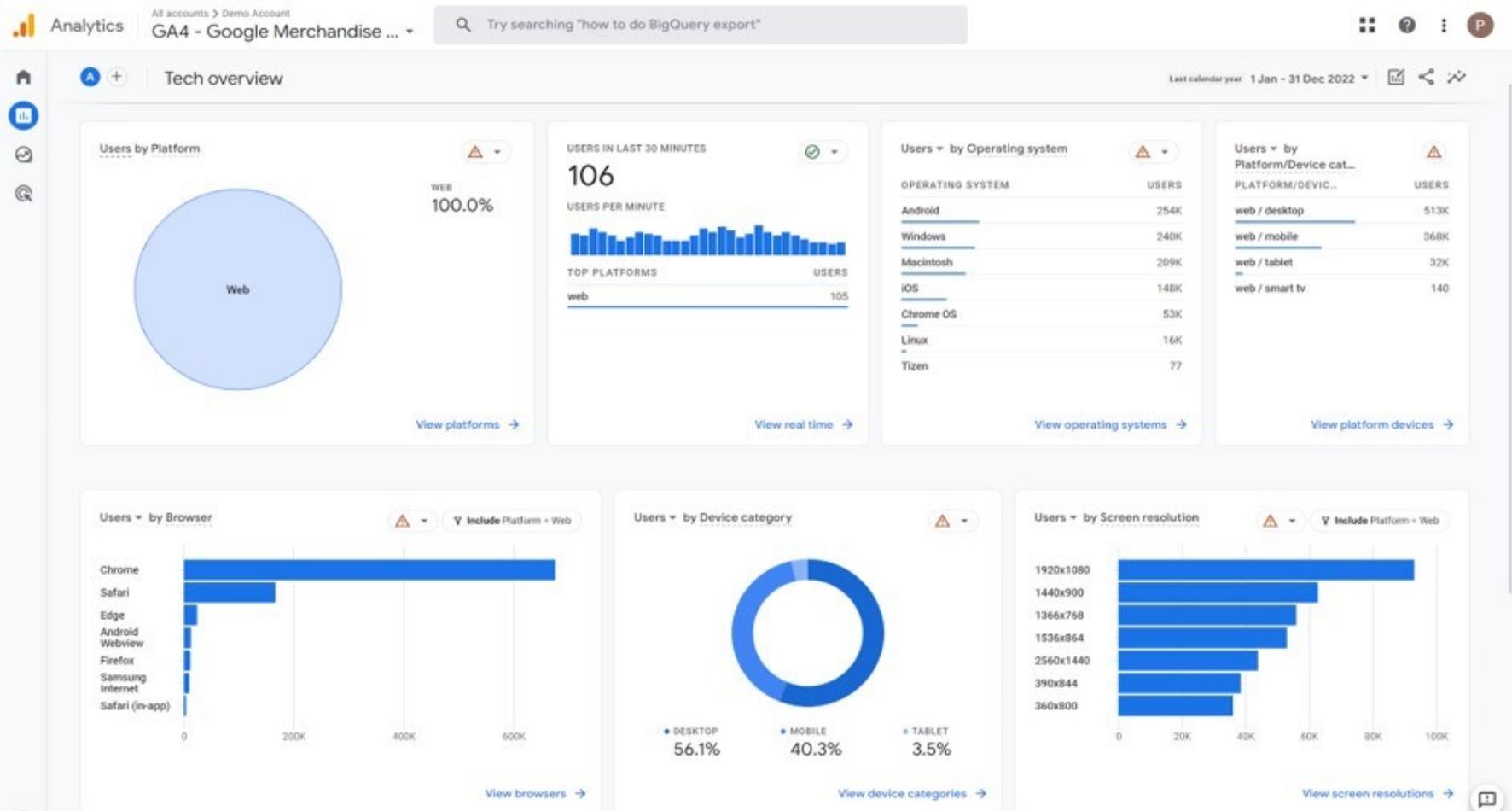
Demographic details: Interests

Last calendar year: 1 Jan - 31 Dec 2022

Interests	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count	Conversions
	100% of total	100% of total	100% of total	Avg 0%	Avg 0%	100% of total	100% of total	
1 Shoppers/Value Shoppers	24,052	325,719	28,060	72.46%	1.17	53m 14s	19,851,655	2,546,431.00
2 Technology/Technophiles	16,811	12,134	19,896	73.6%	1.18	3m 16s	827,687	107,338.00
3 Media & Entertainment/Movie Lovers	16,651	11,918	19,313	72.15%	1.16	3m 14s	808,323	104,226.00
4 Banking & Finance/Avid Investors	13,731	9,843	15,738	70.95%	1.15	3m 13s	676,964	85,276.00
5 Home & Garden/Do-It-Yourselfers	11,828	8,330	14,030	73.35%	1.19	3m 26s	604,039	78,420.00
6 Lifestyles & Hobbies/Shutterbugs	11,427	8,274	12,626	72.25%	1.10	3m 02s	497,008	67,989.00
7 Lifestyles & Hobbies/Business Professionals	11,104	7,966	12,931	72.99%	1.16	3m 09s	516,358	68,091.00
8 Media & Entertainment/Music Lovers	10,696	7,752	12,278	71.66%	1.15	3m 05s	492,737	64,472.00
9 Sports & Fitness/Health & Fitness Buffs	10,688	7,553	12,361	71.71%	1.16	3m 05s	514,327	63,710.00
10 Media & Entertainment/Light TV Viewers	10,526	7,321	12,686	72.47%	1.21	3m 29s	564,889	71,364.00
11 Travel/Business Travelers	10,442	7,442	12,002	72.08%	1.15	3m 11s	516,059	63,477.00
12 News & Politics/Avid News Readers	10,331	7,039	12,719	73.37%	1.23	3m 34s	570,838	71,848.00
13 Travel/Travel Buffs	9,945	7,469	11,163	71.7%	1.12	2m 53s	419,663	56,829.00
14 Lifestyles & Hobbies/Green Living Enthusiasts	9,872	6,779	12,065	73.4%	1.22	3m 27s	529,593	66,563.00
15 Vehicles & Transportation/Auto Enthusiasts	9,580	6,256	12,354	74.4%	1.29	3m 44s	550,611	68,658.00
16 Lifestyles & Hobbies/Outdoor Enthusiasts	8,789	6,555	9,388	71.27%	1.07	2m 51s	364,981	51,472.00
17 Lifestyles & Hobbies/Art & Theater Aficionados	8,753	5,860	10,297	73.56%	1.18	3m 27s	455,360	56,509.00
18 Sports & Fitness/Sports Fans	8,719	5,849	10,542	72.36%	1.21	3m 34s	479,925	57,868.00
19 Food & Dining/Frequently Dines Out/Diners by Meal/Frequently Eats Dinner Out	8,307	6,189	8,955	71.18%	1.08	2m 48s	352,181	47,794.00
20 Shoppers/Bargain Hunters	8,155	5,691	9,809	72.22%	1.20	3m 23s	439,754	53,292.00
21 Beauty & Wellness/Frequently Visits Salons	8,151	6,273	8,695	71.01%	1.07	2m 41s	324,186	44,487.00
	8,048	5,478	9,640	72.73%	1.20	3m 19s	417,703	53,735.00



Tecnologia e dispositivos



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