agorapulse

Agency Life: A Quick Guide to Help Social Media Managers Get More Clients, Save Money & More



How to Get More Clients for Your Social Media Agency

By Anna Sonnenberg, director of Sonnenberg Media, a digital micro agency that works with small businesses in the natural food and beverage industry, health and sustainability market, and travel space.

When launching a new digital agency or growing your social media business, you need a few essentials.

Social media management experience, high-level strategic knowledge, and business savvy are all critical. But if you really want to set your agency up for success, you need a client roster.

Here are some tips to help you in growing your list of clients.

Leverage Your Existing Social Media Agency Clients

Have one client or a hundred? Either way, you need to start building your client roster by leveraging your relationship with your current customers.

Ask for a testimonial

Satisfied customers tend to be happy to provide a positive statement or two about your social media agency's services. Ask a specific question or give them a testimonial template to make the process super-easy. Then post the testimonial on your website or share it on social media.

Create a case study

If you've achieved amazing results for a client, map out the entire process to reveal an inside look at what you accomplished and how you did it. Build the case study into a blog post or share it with prospects to impress potential clients.

Request a referral

Happy customers might endorse your agency through word of mouth, but you can't expect them to promote your business automatically. Tell your best clients that you plan to expand your client roster, and ask them to refer your agency to other businesses in the industry.

Put Your Social Advertising Experience to Work

If you collect leads on your digital agency website, you can implement a great strategy for nurturing prospects.

But if low traffic to your site means you aren't generating many leads, try this simple solution: Use your experience with paid social to create ads for your agency. Whether you advertise on Facebook, Instagram, Twitter, or LinkedIn, you can target your ideal customers and drive prospects to your site.

With a strong remarketing strategy, you can even guide potential customers through your sales funnel and toward your client roster.

Offer High-Value Content at No Cost

While your agency shouldn't give away its services, offering value for free can be an effective way to build your client roster. Consider sharing a compelling case study, publishing a how-to ebook, or creating a quick-start social media guide to attract prospects.

The more support you offer potential clients, the more they value your expertise. For example, use Agorapulse's shared calendar to make collaboration with your clients about social media content much easier, more visible, and less of a hassle.

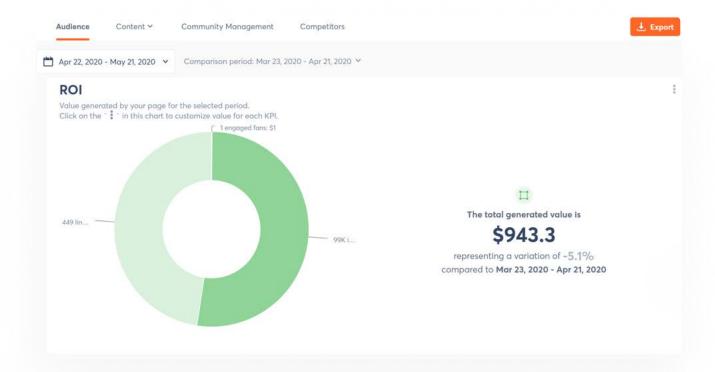
When ready to invest in social media services, they'll be more likely to remember and trust your agency.

Demonstrate Your Value With a Savvy Sales Pitch

An effective sales pitch can turn curious prospects into retainer clients instantly.

To make your pitch as appealing as possible, create a script that targets your prospects' pain points, needs, and goals. Back up your agency's expertise by using Agorapulse reports to demonstrate return on investment (ROI) and show examples of results you've generated for current clients.

By having these details handy, you can respond persuasively to any objections and deliver an offer your prospects can't resist.



Network in Relevant Social Media Groups

As a digital agency head, you most likely participate in countless Facebook, LinkedIn, and Slack groups focused on social media management or paid social strategy. Though you might acquire a few leads in these spaces, you're much more likely to find prospects in groups that cater to your agency's niche

For example, if you provide social media services for landscaping companies, try joining groups for those business owners. Add value by answering marketing questions and offering social media advice as you build out your network.

Establish Your Agency as an Industry Leader

Your agency could easily be the best in the business. But if your prospects don't know that you're paving the way, they might never become your clients. To elevate your business, take steps to position your social media agency as an industry leader.

Make a plan to appear on relevant podcasts, speak at industry conferences, and publish guest blog posts. As you share your expertise and promote your business, you can generate greater brand awareness and more leads for your agency.

Launch a Public Relations Campaign

If your social media agency could use more exposure, a positive public relations campaign can put you in the spotlight.

Contract an experienced PR professional to craft and promote a compelling story about your agency. Your agency has plenty of interesting tales, such as your agency's fascinating origin story to establishing connections with the local community.

With an effective PR push, you can transform from an unknown to an in-demand agency quickly.

Forge Partnerships With Companies in Your Niche

Leveraging relationships can help you find new prospects, especially when you make a point of connecting with other companies. Consider working with complementary businesses and partnering to promote each other.

For example, you could form a strategic partnership with digital agencies that offer services your agency doesn't, such as email marketing or paid search. With this type of "preferred partner" relationship, you'll gain even more opportunities to sign new clients.

Boost Your Team With Social Media Specialists

Recommending partner agencies can expand your client roster, but you shouldn't let this strategy impede larger growth goals. Naturally, scaling your agency can be tough if you only offer a single service.

To attract more clients, consider expanding your team or offering more services. If you focus on Facebook management, consider bringing on team members specializing in related services like Facebook Ads or Instagram strategy.

By adding more social media specialists to your team, you can give your agency a boost and create more opportunities for new client acquisition.

Building a successful social media agency can be incredibly rewarding, especially when you make a solid plan to scale. With an ever-growing client roster, an extraordinary team, and a solid business plan, you can even set your sights on becoming the go-to digital agency in your industry.

7 Instagram Content Ideas for Creatively Blocked Social Media Managers

By Charli Day, director of Contentworks, specializing in dynamic branding, campaign strategy, and content engagement.

Keeping your Instagram feed fresh with diverse content can be taxing—especially when your time and budget are tight. So what happens when you're feeling a creative block, too?

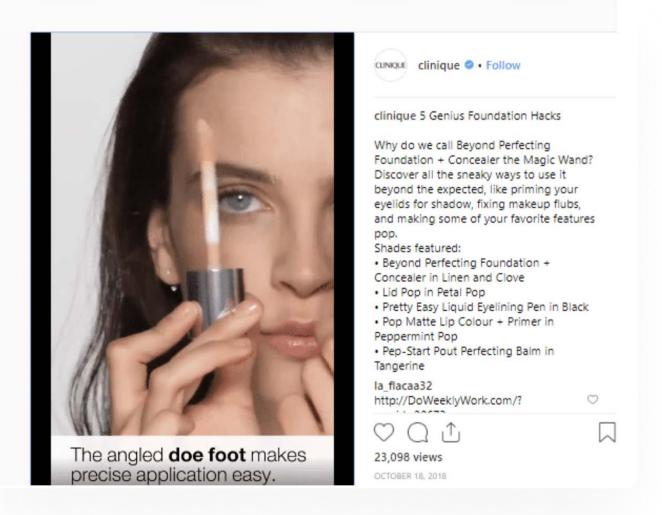
To help you create Instagram content, I've put together seven ideas with examples that really work, so you can try them out for yourself.

1. How-To Posts for Instagram

If you have a product that can be demonstrated, Instagram Stories and saved Stories are perfect placements for your tutorials. A how-to tutorial will provide your Instagram fans with plenty of info about your product (its design, packaging, colors, and size) while also giving insider tips and tricks.

A how-to post would work well for beauty products, fashion, crafts, hair, cookery, tech, or any other gadget that can be demoed.

Clinique rocked the how-to theme with 5 Genius Foundation Hacks. (This is something you can do for your own products.) The key is to keep your how-to simple, focused, and fun. Remember, your aim is to make people aspire to own your product!



How to Ace a How-to Post

- · Show off the product from every angle and every shade or type available.
- \cdot Keep the video short and punchy. (Fewer than 2 minutes is always best.)
- \cdot List the details and purchase link in the description.

2. Behind the Scenes

Behind-the-scenes photos and videos are ideal for giving your fans a feel for your brand personality, amazing team members, and awesome working environment. They also foster transparency making you appear more trustworthy and authentic.

At Contentworks Agency, we dedicate our Instagram feed to "behind-the-scenes" footage capturing the real and funny moments of working in digital marketing. Here's Business Director Niki fronting out a dinosaur over coffee:



How to Ace a Behind-the-Scenes Post

- · Keep the content real; forget official statements and scripted videos for this one.
- · Share your fails as well as your glossy victories. (There's a huge market for humor.)
- · Interact with commentators or fans who will then become loyal to you.

3. AMA (Ask Me Anything)

Feeling brave? If you are, then AMAs are a tried and tested Instagram page idea for you to explore. They are also highly engaging and easy to shoot from a good camera phone in your office.

You can do an AMA with your team members, bosses, or technical team. Just make sure you have people with a good knowledge of your brand and its products. You can keep the AMA to one topic such as "Ask our CMO about our rebrand" or keep it open for any questions.

General AMA sessions are a great way to learn more about your audience's interests and can help form future content if you notice recurring questions or themes.



I love Siemens Gamesa who got just the right balance of hype on its AMA. The company has a team-centric Instagram account that makes the company appear open, caring, and honest.

How to Ace an AMA Post

- · Use the #askmeanything #AMA hashtag in your posts, and create hype before you go live.
- · Eliminate background noise or interruptions during your AMA. If they happen, roll with it. (After all, you're live.)

A word of caution: Think carefully about doing this type of Instagram content if you've recently had a PR crisis. If you choose to go ahead, you should expect questions to be about the crisis, and be ready to answer them.

4. AMA Account Takeovers

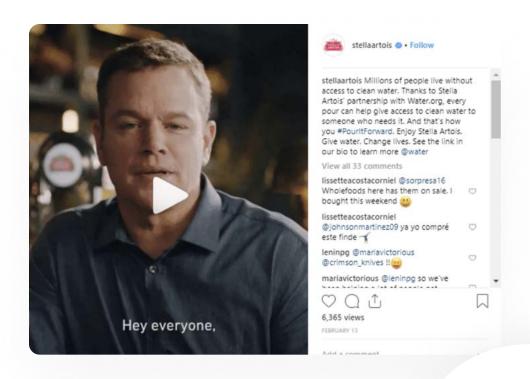
An account takeover can be a little like the AMA or it can be completely different. How you do this type of post depends on your brand and how adventurous you are!

To do a takeover, hand the camera over to an interesting individual on certain days or for special events. If you make it a regular thing (for example, #TakeoverTuesdays), you're set for a regular Tuesday content plan.

If you're working with influencers, then consider this to be cross-marketing, and expect to increase your channel's followers and engagement. You will attract fans who might otherwise not have found your brand (which is awesome).

Takeovers create a sense of urgency because the brand's followers and the influencer's followers have a very short window of time to catch the takeover live.

When beer brand Stella Artois teamed up with Matt Damon in an effort to help end the global water crisis, it was an absolutely epic Instagram Account Takeover. Now, we don't have Matt on our side (*cries a little inside*), but that doesn't mean social media managers can't steal the style of this account takeover.



How to Ace an Account Takeover

- · Team up with your chosen charity or a local conservation group to help spread awareness. Allow their coordinator to take over your channel.
- · If you're a business brand, give one of your clients a chance to introduce its services or products. Twitter co-founder Jack Dorsey's company @Square posts photos of the businesses and people that use its products.
- · Let different teams (e.g., IT one week, Marketing the next) in your company takeover your account. Don't forget the people behind the scenes on your factory floor or delivery service.

5. Food Pics, Videos, Everything Food

Whenever I'm tagged by our content manager Kelly on Instagram, the post is always about food like juicy burgers, beautiful ice creams, syrupy delicious waffles. Why? We love food—so does everyone else!

So, if you're running a café or restaurant, posting tantalizing photos of starters, desserts, and cocktails is absolutely the way to go.

And even if you're not a food brand, you can still do this type of post.

Sharing photos of your team lunch, a company birthday cake, or branded cupcakes will absolutely get eyes on your posts. Why not make it a regular thing? You could travel around the office to see what everyone's eating for lunch or tag local eateries that your team likes to visit.



How to Ace a Food Post

- · Timing is everything. Restaurants post photos at around 11 AM because followers are hungry and thinking about lunch at that time. If they showed them at 2 PM, followers have already chosen where to eat.
- · Always use food hashtags in photos like this, even if you're not a food-based company. You will attract higher engagement and perhaps some new followers.
- · You don't need professional camera equipment, but you should aim to take clear, bright, and fresh photos. (Nobody wants to see Kevin from Accounting eat a dry tuna sandwich. Sorry, Kevin.) The idea is to make your audience hungry for your product!

6. Boomerang

Have you tried Boomerang yet? It's an Instagram camera app that creates short, auto-looping videos. (It's a bit like a GIF, but those are less easy for Instagram.) Your brand can experiment with Boomerang to introduce people, demonstrate a skill or technique, or show off a new product.

Mumm Napa Winery uses the short looping videos on its Instagram channel to show the wine being opened, fizz bubbling up, and glasses being clinked. This type of post ideal for these little snapshots in time. The great thing about Boomerang is it creates a studio feel without the need for expensive equipment. You can easily stage the perfect Boomerang from your office.



How to Ace a Boomerang Post

- · Don't try to get information across or to tell a story. Boomerang just captures a snapshot or gesture.
- · Remember that Boomerang plays forward, then loops backward and starts over again.
- · Make a live photo more interesting with Boomerang. Just open Instagram and swipe right to access Stories. Then swipe up on the screen to choose from the pictures in your camera roll taken within the 24-hour bracket. 3D Touch the screen to convert the picture to a Boomerang and post it to your Story.

7. Make a Slideshow

Instagram slideshows are great because you don't need to make a video. So, if you don't have the videographer and the studio but you want the effect, then this is for you.

Here's how you to make a slideshow post:

- · Hit the plus button to add a photo or video.
- · In the photo window, look for "select multiple."
- · Choose up to 10 photos or videos.
- · Edit the order, add filters, write captions, and tag people.

And you're done!

Slideshows work well for countdowns, top 10 lists, and step-by-step instructions. Slideshow posts are also incredible for showing before and after transformations or action shots that may be difficult to film. Check out Jason Paul, legendary parkour athlete, and how he uses slideshow combinations of photo and video.



How to Ace a Slideshow post

- · Post pictures that share a theme. For example, a diner may share berry-flavored drinks or a small salon will share pastel nail polish choices.
- · Create a powerful story, and take your followers on a journey. Why not show the creation of one of your products, for example? Or the process of performing a service? If you are a hairstylist, show the color transformation from start to finish.
- · Use slideshows for panoramas. You can do classic panoramas, show them in a bigger scale, or show different parts of an action shot. This would be perfect for outdoorsy brands like car companies, hiking equipment or sports accessories.

Instagram provides an ideal platform for you to get creative, and you don't need a big ad budget to get your brand noticed. Keep these Instagram content ideas bookmarked for those moments when you feel creatively blocked.

How Your Team Can Ace Social Media Collaboration

By Charli Day, director of Contentworks.

Whether you're a social media agency or a brand, there's no doubt about one thing– coordinating multiple team members to work on a social media account is challenging. And when I say challenging, I mean hugely stressful.

As the creative director at Contentworks, I've experienced the struggles first hand, so in this article, I'm going to show you how your team can ace social media collaboration.

The Problems

Large social media accounts will require more than one team member to work on them. You may be working on the account in shifts or simultaneously.

- · Having multiple team members working on the same account can be fraught with problems that can damage, or even sink, the brand. Here's just a few of them:
- · Tone Inconsistency: Different personalities posting and replying in different ways
- · Failure to Collaborate: Duplication or delays in replying, posting, approving
 Organization Chaos: Delays in finding brand assets like images, GIFs, and passwords
- · Poor Reporting: You're doing the work, but nobody is gathering information

Notice a common thread in all these problems? The main problem is communication.

1. Tone Inconsistency

Managing social media in a complex organization isn't easy. There are multiple departments, leaders, and policies, all of which can lead to confusion. Having different employees answering and posting differently on the same account can also reflect badly on the brand.

Perhaps John answers in a formal way while Sarah is playful and fun. The tone of each person's posts will reflect the brand, influence the customer experience, and affect the outcome.

The Solution

Your brand needs a clear set of guidelines that manage tone, spelling, style, and brand personality.

I'm not talking about a huge PowerPoint presentation. I'm talking about a basic one-page doc that acts as a referral point for staff. The document should include basics like:

- · The tagline
- · The brand voice
- · UK or US spelling
- · Hex color codes
- · The company values
- · The customer demographics

Before new staff members begin working on a social media account, be sure that they understand the brand and how to effectively represent it as a team. You can also create saved replies using the Agorapulse dashboard.

That means that employees can choose from a list of pre-approved and on brand answers saving time and maintaining consistency.

2. Failure to Collaborate

Failure to effectively collaborate as a team can cause numerous problems. It may mean duplicate replies to the same message or a failure to reply at all. It may also mean too many posts being published or none at all. Worse still, it could cause you to contradict yourself and confuse page fans.

Remember not all social media teams are based in the same physical working space. In my case, I have a team in China and Europe so I can't just walk into the office and make an announcement.

Different time zones, different departments, and different perceptions of what needs to be done can cause huge confusion.

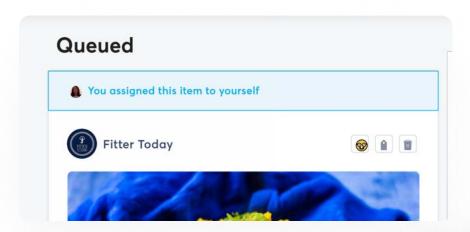
The Solution

Sending out emails to your colleagues for every action is not a viable solution. The answer is a social media dashboard where team members are assigned different actions and roles. Look at this screenshot from the Agorapulse platform.

Here you can assign one of four roles to each user with varying levels of posting, replying, and reporting access.

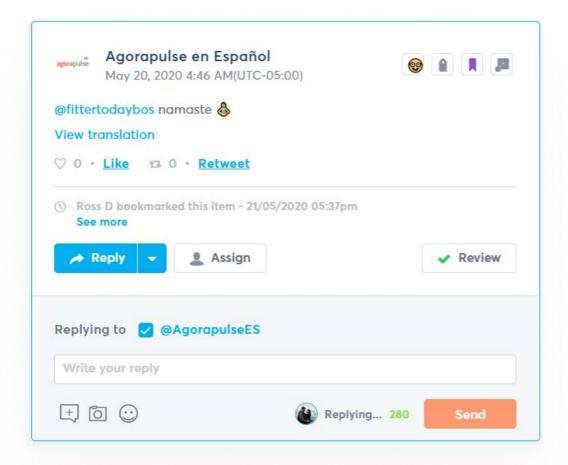
Choose from:

- · Admin
- Editor
- Moderator
- · Guest



So immediately you have some clarity over who is authorized to take actions on the social media accounts.

Next, you have the option to schedule, queue, and assign actions to others on the team. For example, my junior copywriter may assign a post to me for approval before it goes live. Cool, right?



Even better, the panel also shows when someone else is replying to a fan, so you never suffer from embarrassing duplication! I find this system particularly useful for financial services accounts which may have high standards of compliance and legal.

Checking that posts are compliant before they go live is super important in this sector.

3. Organization Chaos

Social media marketing is fast-paced, and this can prompt a lot of corner-cutting in a large social media team. I will give you an example of some actual events that occurred (names changed because I love my team!):

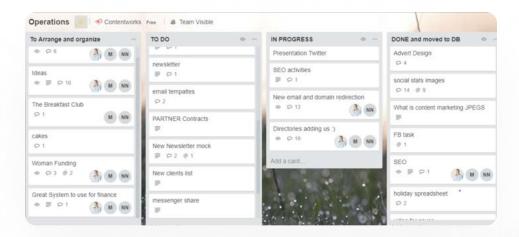
- · Sarah spends \$50 on Facebook and forgets to update the client's budget sheet.
- · Todd receives images from the graphic designer and saves them on his desktop PC.
- · Charli (yes, me, I'm also guilty) speaks to a client about a new idea and forgets to tell the team.

The Solution

These actions are all totally normal for a large social media team, yet they can cause untold chaos. You must be organized with your social media collaboration from day one. Every time and for every social media account.

Having client files on Dropbox and assigning relevant team members is one way to ensure everything is stored in one place. Your team must be briefed to store assets properly, update budget sheets, and add new ideas into a communal notepad.

Alternatively, you could also try one of the popular team collaboration tools below (screenshot taken from Trello):



Trello: I love Trello for keeping track of campaigns and ideas, assigning users, and ticking items off as "completed". The key to good social media collaboration here is to avoid lengthy essays and keep ideas as bullet points or short notes.

Basecamp: Basecamp is a sweet little tool to use for updating the team without getting caught up in lengthy email chains.

Workstack: This is a tool that works directly with Basecamp, so you can see the hours and days your team allows for Basecamp projects. With several people working on one account, tracking where the hours go can eliminate waste and maximize team efficiency.

4. Poor Reporting

Social media collaboration is great until it comes down to reporting. A social media report should be produced at the end of each month whether you're an agency working for a client or a team reporting to your director.

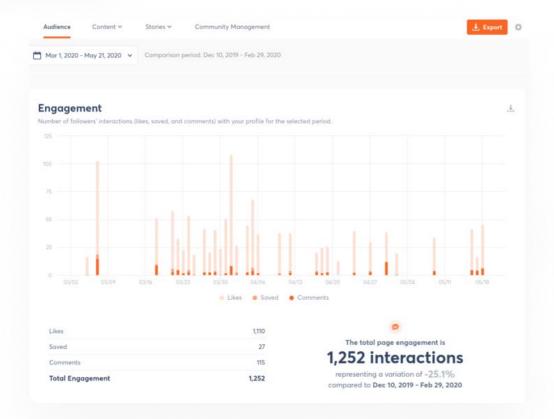
A report should clearly identify actions taken, money spent, KPIs hit or missed, and next actions. So, what's the problem? The problem is that with multiple people working on the same accounts, how do you get together every month to create a report? One thing's for sure-if you are not clearly reporting your actions to the brand owner, the person won't be happy.

The Solution

All you need to produce every month are two documents: your social media report and your budget sheet. First, you should create a running budget sheet for each social media account. That means each time a team member adds a spend figure, the total is recalculated (Google Drive is good for this).

Be sure to write a spending limit on the sheet so your team knows the boundaries and make sure that everyone is doing this as it happens.

You might forget the odd \$10 here and \$20 there but it all adds up! Secondly, head into your Agorapulse dashboard and pull off a report for your social media accounts. It's so easy and looks professional.



Because the report is generated as a PPT, you can simply add a cover page showing key stats, budget spend, and leads, and you're good to go.

Because your team is using Agorapulse, there's no need to go into each channel or ask members to put together tricky reports— it's all done for you! When you produce the report, be sure to share it with the team and highlight success areas or weak points to work on.

Remember, communication is key!

Start Monetizing Your Social Media Right Now

By Amanda Webb, director of Spiderworking, working with businesses to help them develop digital marketing strategies that get better results

Can you make money from your social media? (After all, you put enough blood, sweat, and tears into making it thrive.) The answer is yes!

Social media is time-consuming. Can all the hours you spend posting, commenting, and interacting on social media really turn into solid sales?

I'm going to show you eight ways that you can turn social media into money.

1. Attract the Right Audience

It's easy to make the mistake of jumping straight into sales. After all, you are a business, you need to make money.

But if you don't have an audience, those sales posts will never get seen.

Audience building needs to become a key part of your social media strategy. But how do you do it and how do you ensure you are attracting the right people, the people who want to buy and talk about you to your social accounts?

Start with a persona

A persona is a picture of your ideal customer.

It will tell you:

- · Key demographics about your target audience
- · What they are interested in
- · The problems they have that you solve

Your persona doesn't have to be detailed to help you create content.

For example:

- · If you are a pub in Dublin, you know you want to appeal to people who live in Dublin.
- · If you are a sports bar, you will want to attract people who enjoy sports.
- · A dance club will want to attract people who like dance music.

Create content that will attract your persona

Now that you know a little bit about the audience you want to build, you can start developing content that will attract them.

In this post from The Church Cafe, Late Bar & Restaurant, they engage a local Irish audience talking about an expected storm.



Create and share content that will resonate and attract your ideal customer.

The phrase "Ah here..." is commonly used in Dublin and will resonate with their local audience.

Knowing your customer will also help you with tip number 2.

2. Engage Your Audience With Polls And Questions

Now you know who you want in your audience and you are attracting them with content, it's time to take your relationship to the next level.

You need to talk to your audience.

Conversations help build relationships and trust. Your audience needs to be able to trust your company.

But how do you start a conversation? By asking questions.

Start with a poll

Polls are a quick way to get customers engaging with your social accounts. You can use the built-in Poll tools on Facebook pages, Facebook groups, Twitter, and Instagram. You'll find that, particularly on Instagram stories and Facebook, you can quickly gather votes.

Come up with a list of questions relevant to your customer persona or related to products and campaigns you are running.

This Facebook post from The People's First Credit Union teases people about a free ice cream event they were running in the branch.

You also can use Quiz stickers and polls to engage your audience on Instagram.

Questions

If you want to spark higher level conversation, ask more in-depth questions. Writing text-based questions on social can help you start these deeper conversations and eventually monetize social media.

Here's an example from my LinkedIn profile. It started getting comments within minutes of my posting.



Use text-only questions on social to drive conversations.

I've found a formula that works well for asking questions on social media. When I use it, I always get more comments and conversations:

- 1. Ask the question.
- 2. Tell them my answer to the question.
- 3. Elaborate on the question with a story.
- 4. Ask, "What about you?"

I also add emojis to my questions to add a bit of color and help them stand out in the feed. By getting people into conversations with you, you make your business memorable and build trust with those you talk to. This ultimately leads to sales.

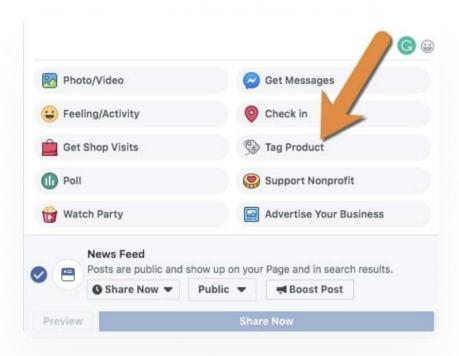
Next, let's look at some more concrete ways to monetize your social media posts.

3. Sell Directly From Your Facebook or Instagram Account

If you have an online store you can create an online Shop tab on Facebook. This allows you to tag products on both Facebook and Instagram. You can set this up automatically, if your website software allows it, or manually.

Add products to your Facebook shop so you can tag them in your Facebook posts.

Once the store is set up, you can tag products in any post you create on Facebook.



Tag products from your Facebook store in your posts.

If you add your store to Facebook using a catalog, you can also connect it to your Instagram account and tag products in posts and stories there.

4. Use Chatbots to Monetize Social Media

As people shy away from commenting publicly on social and move towards messaging, chatbots will become crucial for businesses.

When done well, messenger bots can be a powerful sales tool.

Your Style Your Story used a chatbot to launch their store. They enticed users to subscribe with a style quiz then messaged them with a coupon offer when the store opened.

Use a chatbot to incentivize sales.

5. Write Sales Posts

Experts will tell you that it's wrong to sell, sell, sell on social. They're right. You need the audience-building and engagement posts to help you build trust before you sell.

But you do still need to sell.

Sales posts need to be a part of your social posting strategy. In fact, they're probably the most important posts you will create. It's worth taking a bit of time to create great sales posts.

I have a formula designed to reel your audience in and encourage them to click the buy button.

- · What's in it for the customer, what problem do you solve?
- · What are their options?
- · How do you solve the problem?
- · What do they have to do next?
- · Include an eye-catching, thumb-stopping image.

Examples:

"Do you spend way too much time creating social media reports for your clients?

"You've tried templates, but it still takes ages to collate the data? You've tried some expensive social reporting tools but they make things way too complicated?

At Agorapulse, reporting is easy. You can view and download reports for your clients at the click of a button.

Sign up for a free trial now, we know you'll love it."

(Then don't forget to add the image.)

6. FAQs

We're used to seeing FAQs on websites, but FAQ content works well on social too.

If you answer questions your customers have (especially the questions stopping them from clicking the buy button), you can convert them to customers.

Make a list of the questions your customers commonly ask, and create video content that answers them.

In this IGTV post, Pet Sitters Ireland answers the question about what pet setters do.



7. Grow Your Mailing List

Email is still one of the best ways to get sales. Social media can help you grow your list.

Treat your mailing list subscription posts like sales posts.

Use the same formula to address the problem that your mailing list or lead magnet solves and ask people to subscribe.

Here's a post I used on Facebook that resulted in an instant increase in subscribers on my site.



8. Embrace Testimonials

We've talked about building trust and how important it is for making sales. Testimonials are a great way to build trust.

These will reassure potential customers that they are making the right choice buying from you.

You can obtain testimonials by:

- · Encouraging recommendations on your Facebook page
- · Taking existing testimonials and turning them into images
- · Interviewing customers on video and sharing them to your page

Implement these and you'll be building a strategy designed to deliver sales and to begin to monetize the time you are spending on social.

About Agorapulse

Agorapulse is an all-in-one social media management tool that makes work life easier. This easy-to-use social media management tool gives them what they need to disperse the chaos, focus on various aspects of their job, and excel in their work—without losing time (or their minds). Chaos is transformed into order.

Learn more at: https://www.agorapulse.com/

Sign up for your free trial at: https://app.agorapulse.com/auth.signup