

#### The Emerging CCO

#### January 2010

### CHIEF CONVERSATION OFFICER

My Topic

# AGENDA

#### Current state

### The emerging CCO

Examples

#### What this means

### A hyperconnected

LIFE-CASTING

www.justin.tv www.ustream.tv



www.google.com www.yahoo.com www.msn.com www.baidu.com www.aol.com www.ask.com www.sohu.com www.bing.com www.nextag.com www.ask.com www.dogpile.com www.lycos.com www.askjeeves.com



www.google.com www.youtube.com www.video.msn.com www.vids.myspace.com www.video.aol.com www.dailymotion.com/us www.veoh.com www.metacafe.com www.break.com www.hulu.com www.revver.com www.stickam.com www.blip.tv www.viddler.com



www.facebook.com www.ning.com www.myspace.com www.hi5.com www.friendster.com www.skyrock.com www.orkut.com www.netlog.com www.bebo.com www.tagged.com www.imeen.com www.badoo.com www.xanga.com www.myyearbook.com www.classmates.com



www.twitter.com www.twitpic.com www.twitxr.com www.search.twitter.com www.tweetscan.com www.twemes.com www.cocospace.com www.tumblr.com www.friendfeed.com www.plurk.com www.lifestream.fm www.jaiku.com www.identi.ca www.jott.com www.socialthing.com www.12seconds.tv www.swurl.com www.utterli.com www.itsmy.com www.brightkite.com www.ping.com www.pinger.com



www.linkedin.com

www.slideshare.com



blogsearch.google.com www.wordpress.com www.wordpress.org www.blogspot.com www.blogger.com



www.apple.com/itunes www.live365.com www.podcast.com www.podcastalley.com



РНОТО

SITES

www.wikipedia.org recipes.wikia.com uncyclopedia.wikia.com www.wikihow.com www.wikimapia.org www.wetpaint.com en.wikibooks.org pbwiki.com wikitravel.org lyricwiki.org gollum.easycp.de/en/

www.quika.com en.wikiwix.com SOCIAL

BOOK-

MARKING

technorati.com

www.mixx.com

www.stumbleupon.com

www.kaboodle.com

www.mybloglog.com

www.newsvine.com

www.slashdot.com

www.bloglines.com

friendfeed.com

ma.gnolia.com

sphinn.com

www.blinklist.com

www.mister-wong.com

www.furl.net

www.fark.com

reddit.com

www.boingboing.net

www.propeller.com

digg.com

del.icio.us



www.livejournal.com www.ning.com www.vox.com buzzm.worldbank.org www.movabletype.org www.sharethis.com www.lifestream.fm crowdvine.com/home



cityguide.aol.com www.tripadvisor.com www.yelp.com www.citysearch.com www.wayn.com

groups.yahoo.com groups.google.com www.meetup.com

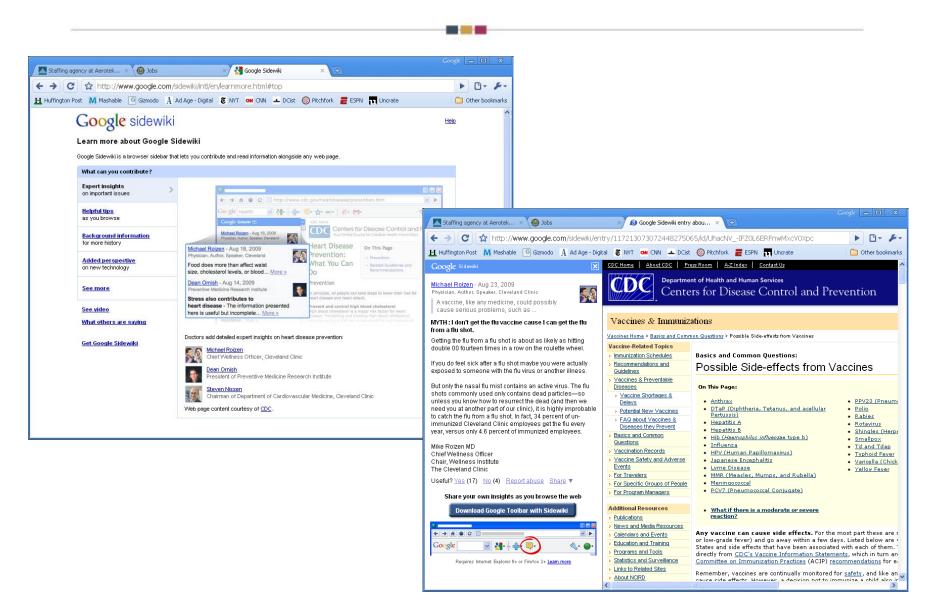
GROUPS

#### Community/Social Media Tools that US Online Retailers Currently Use or Plan to Use, August-September 2009 (% of respondents)

|                        | Today | Next 12<br>months | Beyond<br>1 year | No plans<br>to employ |
|------------------------|-------|-------------------|------------------|-----------------------|
| Facebook fan page      | 86%   | 10%               | 3%               | 1%                    |
| Twitter publishing     | 65%   | 19%               | 7%               | 9%                    |
| Customer reviews       | 55%   | 26%               | 13%              | 6%                    |
| Blogs                  | 55%   | 25%               | 12%              | 8%                    |
| Viral videos           | 50%   | 22%               | 13%              | 15%                   |
| Facebook Connect       | 43%   | 31%               | 10%              | 16%                   |
| Social listening       | 36%   | 31%               | 19%              | 14%                   |
| Questions and answers  | 29%   | 20%               | 25%              | 26%                   |
| Community forums       | 27%   | 18%               | 23%              | 32%                   |
| Product suggestion box | 19%   | 26%               | 20%              | 35%                   |
|                        |       |                   |                  |                       |

Source: the e-tailing group and PowerReviews, "Community and Social Media Study," September 9, 2009

### **GOOGLE ADDING SOCIAL ASPECT**

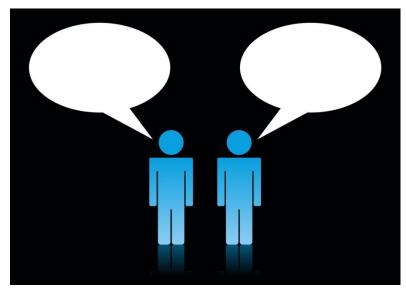




The community will take charge, and that's going to happen whether or not marketers, HR practitioners or brands participate.

Jeremiah Owyang, Forrester Research

## IT'S ALL CONVERSATION



- •You = ABC/NBC/CBS
- •People will talk
- Conversations evolve online
- •Each conversation is unique
- •Will happen anywhere

## MULTIPLE MOVING PARTS



- •Many components
- Components used differently
- •Each approach unique
- •Everywhere is not a solution
- •"Where" determined by need, objectives
- •Goal = supply what is needed, when and where it is needed by user

# AGENDA

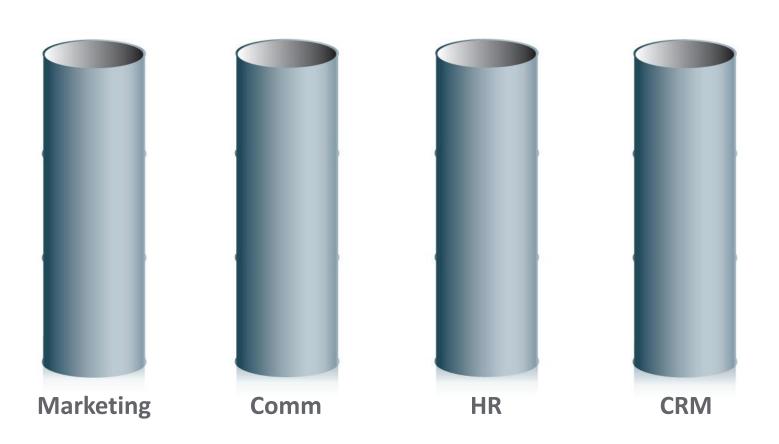
#### Current state

### The emerging CCO

Examples

#### What this means

### **CURRENT STATE**



## THE GROWING ENVIRONMENT



## CHIEF CONVERSATION OFFICER?

- Manages "conversations"
  - Social media
- Determines strategy
  - Where to converse?
- Identifies tactics
  - Where do we employ?
- Quantifies conversation/success
  - Measurement, reporting
- Leads organization in utilizing social media to communicate with internal, external audiences

## WHY COMPANIES WILL NEED A CCO?

- They're losing control of the "conversation" – right now
- Get ready to be surprised
- Their public knows best
- It's so easy to share
- Improving productivity
- Extends culture/brand beyond walls

## CCO OBJECTIVES

- Meet marketing, HR, research and customer service goals/needs/objectives
- Improve internal communications
- Give measurement to the value of conversation
- Utilize new media communities to enhance reputation, standing
- Empower the organization
- Create a specific social media map

## DON'T FORGET

- Beyond the conversation
  - "Buzz" management, measurement
  - Monitoring
  - Social networking policies
  - Style guide
  - Editorial calendars
  - Application development
  - Coordination

# AGENDA

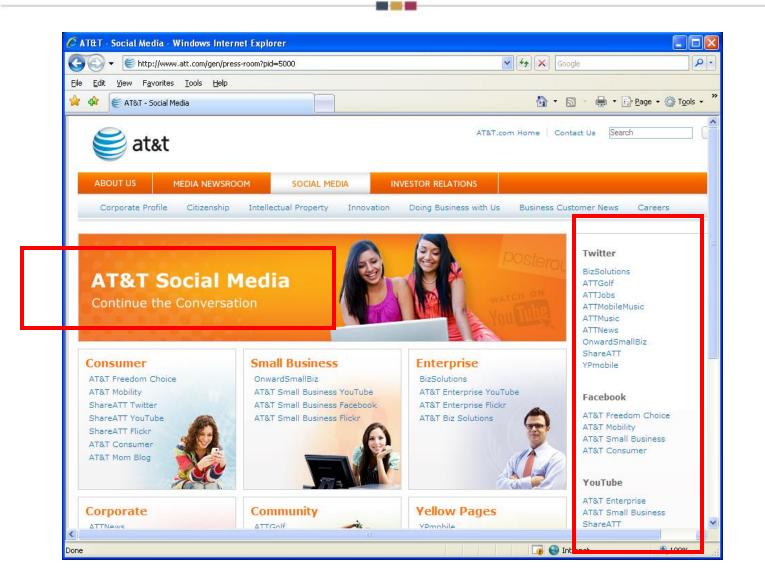
#### Current state

### The emerging CCO

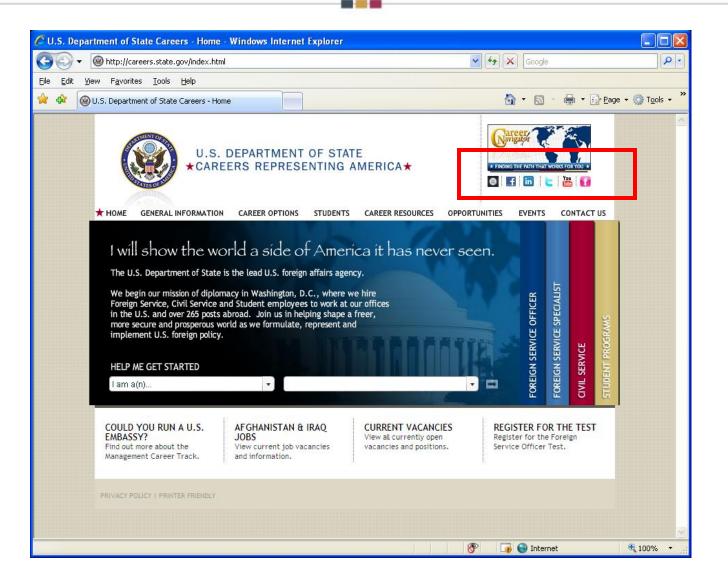
**Examples** 

#### What this means

### AT&T



## US DEPT OF STATE (CAREERS)



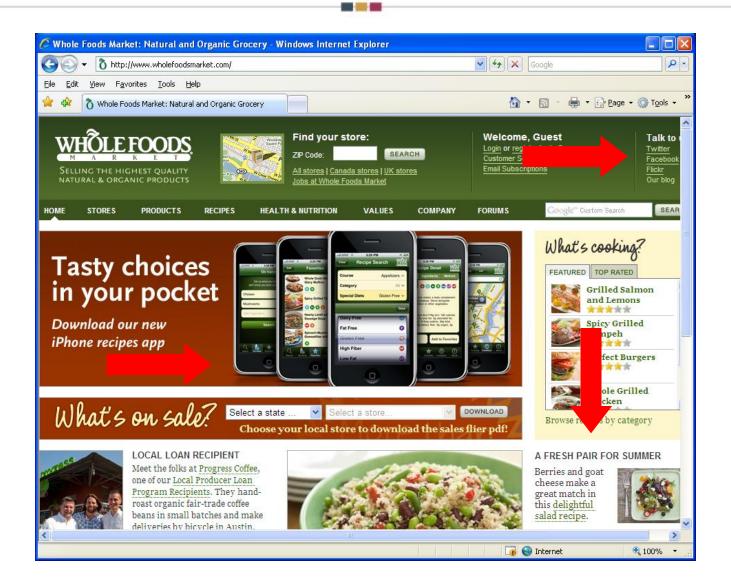
## US DEPT OF STATE (CAREERS)



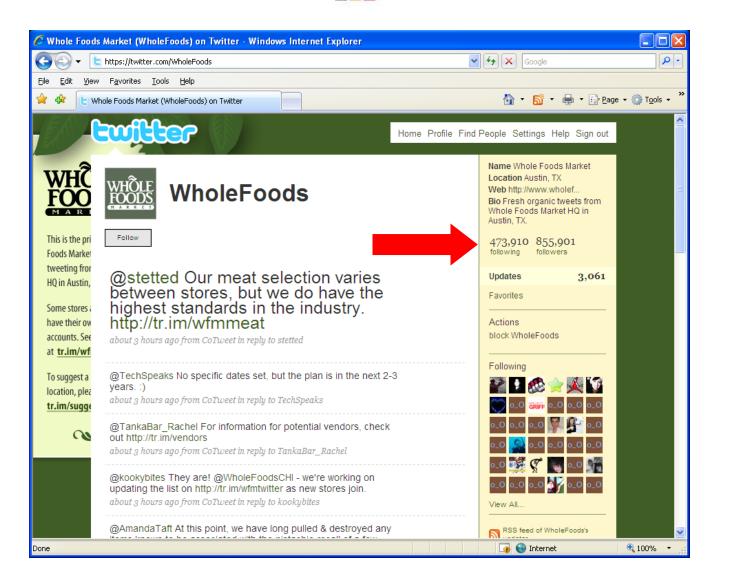
Child Control of Contr

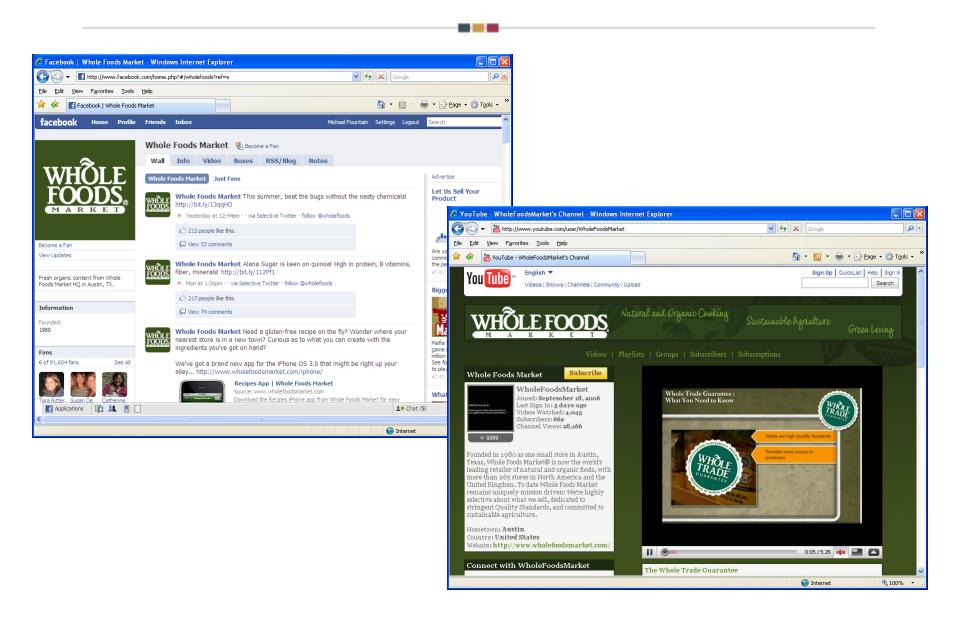
### CHILDRENS HEALTHCARE OF ATLANTA











# AGENDA

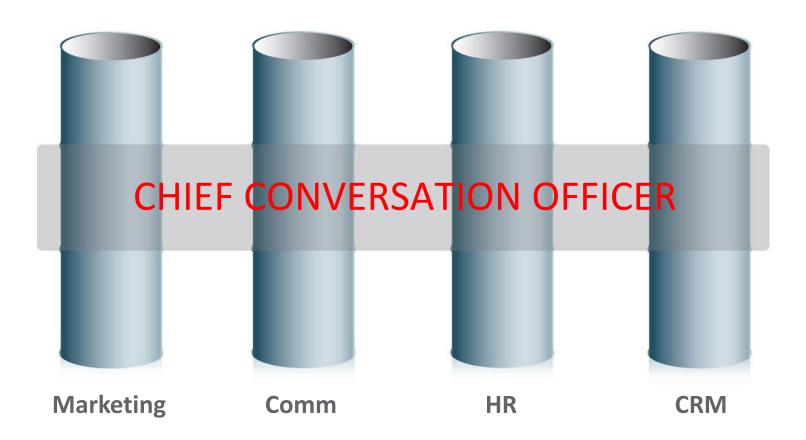
#### Current state

### The emerging CCO

Examples

What this means

### FUTURE STATE





#### THANK YOU!