



Email Marketing in a Digital World: The Basics and Beyond

Richard C. Hanna, Scott D. Swain, Jason Smith

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
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Despite annual predictions of its demise, email marketing remains one of the most important tools for businesses and other organizations. The reason is simple. Other communication tools, including social and digital media channels, cannot duplicate or recreate the unique capabilities of email marketing. This book is for those who wish to learn more about how email marketing works, whether as students, teachers, or practitioners. The authors recap the history of email and email marketing and explain how it informs email today. They cover the fundamentals of email marketing, including types of emails, the elements of an email, email metrics, best practices for email for improving performance, list development, and the benefits of segmenting an email list. Also addressed are special topics in email strategy, including the psychology of email recipients, AB testing for optimizing email elements, integrating email with social media, and aligning email with big data sources.

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