

# ABM Reporting & Results

## Target Account List (TAL)

| Metric   | Description  | Goal (#) | Actual (#) |
|--|--|----------|------------|
| TAL Opportunities                                | Total number of opps generated from TAL                                      |          |            |
| TAL Pipeline Value                               | The dollar value of net new opps generated from the TAL                      |          |            |
| TAL Velocity                                     | The speed at which an account moves through the pipeline to generate revenue |          |            |
| % of TAL Pipeline vs. Total Pipeline (in period) | TAL Pipeline Value divided by Total Pipeline Value within defined period.    |          |            |
| TAL ARR Pipeline Value                           | The dollar value of net new ARR opps generated from the TAL                  |          |            |

## Account Progression

- TAL Progression Stages
  - Unaware (no web visits, or 1-to-1 interactions of record)
  - Aware (web visits within defined period e.g. last 90 days)
  - Engaged (Downloaded content, viewed HS Doc, responded to email/call)
  - Opportunity (Open opportunity/deal/quote)
  - Close Won (TAL site is now a customer)
- Metric: Total # of progressed accounts in period (30, 60, 90)
- Metric: Total # of regressed accounts in period (30, 60, 90)

| Metric      | Definition   | # of Accounts (start date) | # of Accounts (end date) |
|-------------|--|----------------------------|--------------------------|
| Unaware     | no web visits, or 1-to-1 interactions of record            |                            |                          |
| Aware       | web visits within defined period e.g. last 90 days         |                            |                          |
| Engaged     | Downloaded content, viewed HS Doc, responded to email/call |                            |                          |
| Opportunity | Open opportunity/deal/quote                                |                            |                          |
| Close Won   | TAL site is now a customer                                 |                            |                          |

## Channel Performance

- Define channels to be utilized in period
  - Gifting/E-Gifting
    - Direct Mail
    - Vendor(s)
  - Digital Advertising
    - Google
    - Meta
    - LinkedIn
  - Email
    - HubSpot
  - Web Personalization
    - HubSpot
    - Zoom (Webinar, Custom Technical Session, etc.)
    - HubSpot Documents
  - Direct Sales Outreach
    - HubSpot
    - LinkedIn
    - SMS
    - Phone