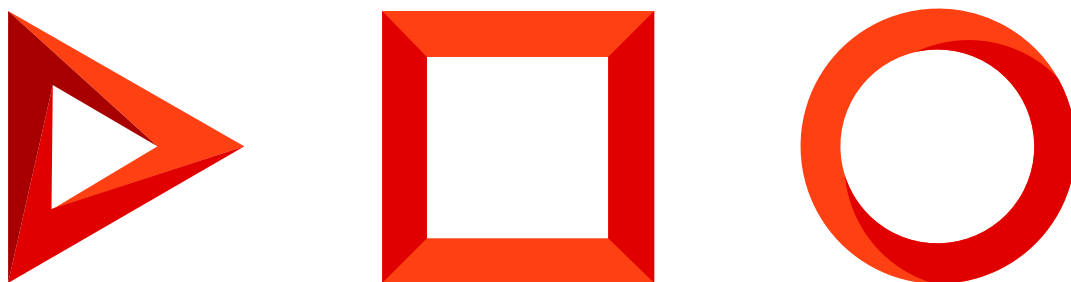


Website tracking

Version 8.0



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Table of Contents

| | |
|--|-----------|
| Track contact data | 4 |
| View form submission data | 4 |
| Import tracking data from Matomo | 5 |
| Lead source tracking | 6 |
| Lead source tracking operation | 6 |
| Using cookie files in the lead source tracking | 7 |
| Using the UTM marks | 7 |
| Rules for determining lead sources (with examples) | 8 |
| Set up lead source tracking | 12 |
| Set up the UTM codes | 12 |
| Add a lead channel | 12 |
| Add a lead source | 13 |
| Add a source website | 13 |
| Embed a cookie tracking script into your website | 14 |

Track contact data

PRODUCTS: **MARKETING**

Gain insights into the online behavior of contacts by using their form submission data or tracking data imported from a web analytics service. For example, discover the source that led the contact to your website or products that interest them the most. View this data on the [*Engagement*] tab of the contact page.

You can also gain insights into the behavior of leads after you qualify a lead. The qualification creates a new contact whose data you can track similarly to any other contact

We recommend using Matomo tracking service that has a connector available on the Marketplace: [Matomo connector for Creatio](#). However, you can develop a custom integration that works with a different web analytics service.

Fig. 1 [*Engagement*] tab of the contact page

The screenshot shows the contact page for Andrew Wayne. The left sidebar contains contact information: Full name (Andrew Wayne), Full job title (CEO), Mobile phone (+44 141 258 9878), Business phone (+44 141 429 1595), and Email (a.wayne@apex.co.uk). The main content area is divided into several tabs: CONTACT INFO, CONNECTED TO, MAINTENANCE, TIMELINE, **ENGAGEMENT**, WEBSITE EVENTS, COMMUNICATION CHANNELS, CURRENT EMPLOYMENT, and HISTO. The ENGAGEMENT tab is active and displays three data sections:

- Submitted forms:** A table with columns: Created on, Landing, Website domains, Full name, Email, and Phone number. One record is shown: 6/5/2021 2:17 PM, Marketing Creatio trial, http://creatio.com, Andrew Wayne, a.wayne@apex.co.uk, +44 141 258 9878.
- Web sessions:** A table with columns: Start on, Country, City, Source, Channel, Page referrer URL, Durations, sec, and Actions. Two records are shown:

| Start on | Country | City | Source | Channel | Page referrer URL | Durations, sec | Actions |
|------------------|----------------|---------|-------------------|----------------------|-----------------------------|----------------|---------|
| 6/3/2021 1:17 PM | United Kingdom | Glasgow | Marketing Creatio | Web: SEM | | 1,286 | 12 |
| 6/5/2021 2:16 PM | United Kingdom | London | Facebook | Web: social networks | http://facebook.com/creatio | 180 | 2 |
- Web actions:** A table with columns: Action start date, Action type, Web page, and Page URL address. Two records are shown:

| Action start date | Action type | Web page | Page URL address |
|-------------------|------------------|-------------------------|--|
| 6/5/2021 2:17 PM | Form submission | Marketing Creatio trial | https://www.creatio.com/trial/?product=marketing |
| 6/5/2021 2:17 PM | Following a link | Marketing Creatio trial | https://www.creatio.com/trial/?product=marketing |

View form submission data

Creatio automatically identifies contacts that submit forms on landing pages that involve contact creation. For example, "Contact registration form." Learn more in a separate article: [Identify contacts that submit web forms](#).

Form submissions are displayed in the [*Submitted forms*] detail of the [*Engagement*] tab and updated in real time.

Each **form submission** is an individual record that contains the following data:

- form submission date
- landing page that contains the form
- relevant site domain

- fields the contact filled out

Set up an integration with a web analytics service, for example, Matomo, to enhance form submission records with web analytics data, e. g., user location.

Note. Form submission records do not include lookup fields since the records contain original data provided by the user or passed from the website.

Import tracking data from Matomo

Note. This section covers the data import procedure for [Matomo connector for Creatio](#) application. If you are using a custom integration with a different service, refer to the corresponding documentation.

You can import contact web session and action data Matomo recorded over the past 12 months. To do this, install and set up the Matomo connector for Creatio application. Data is associated with the contact in several ways:

- **Contact identification mechanism** is used when the contact submits a form on a landing page that involves contact creation. For example, “Contact registration form.” Learn more in a separate article: [Identify contacts that submit web forms](#).
- **Email address** is used when the contact clicks the link in a bulk email sent with Creatio Marketing tools.

Once the data is associated with the contact, Creatio imports the data recorded over the past 12 months. The data is displayed on the [*Web sessions*] and [*Web actions*] details of the [*Engagement*] tab, respectively.

If a contact is identified after they submit a form, Creatio imports Matomo data immediately. By default, further updates are performed once a day. Customize the update time and frequency in the **Matomo connector for Creatio** application.

If a contact is identified after they click the link in a bulk email, Creatio imports Matomo data as part of the next update scheduled in the **Matomo connector for Creatio** application.

Each **web session** is an individual record that contains the following data:

- session start date
- recorded location
- traffic source
- marketing channel
- page referrer URL
- session duration
- number of actions
- platform (OS)
- device

Each **web action** is an individual record that contains the following data:

- action start date

- action type
- the name of the relevant web page
- the URL of the relevant web page

Lead source tracking

PRODUCTS: **MARKETING**

You can track lead sources and channels. Analyzing the lead channel performance enables choosing the most prospective channels for further development.

Information collected by the tracking code displays in the [*Lead engagement*] field group on the lead page. The lead source tracking provides the following information about potential customers:

Lead page with channel information and lead engagement origin

| LEAD INFO | | | | CUSTOMER NEED DETAILS | | HISTORY | | ATTACHMENTS AND NOTES | | FEED | |
|---------------------|------------------------|--|--|-----------------------|---------------------|---------|--------------------------|-----------------------|--|------|--|
| Website events | | | | | | | | | | | |
| Lead engagement | | | | | | | | | | | |
| Channel | Web: media advertising | | | | Redirection website | | | | | | |
| Source | marketing | | | | Landing page | | Sales omnichannel - demo | | | | |
| Registration method | Landing page | | | | Campaign | | | | | | |

- Lead channel. The [Channel] field displays the resource type that delivered the lead: “Social accounts,” “Search-based advertising” or “Direct traffic.”
- Lead source. The [Source] field displays the name of the resource, e.g., “Twitter.”
- Name of the website domain that redirected the user to the tracked website. It will be displayed in the [Redirection website] field, e.g., “facebook.com.”
- Name of the landing page on which a potential customer submitted the web form. It will be displayed in the [Landing] field.
- Name of the marketing email that redirected the user to your website, and also the name of the campaign that includes the corresponding email. This information displays in the [Bulk email] and [Campaign] fields accordingly. The fields are only available in Marketing Creatio.

Lead source tracking operation

1. Every time the tracking code redirects a potential customer to your website, two URLs will be written to the cookie files:
 - URL of the website that redirected the user to your website (referrer)
 - Redirection URL containing tracking parameters (e.g., UTM marks).

- When a potential customer populates the form on your landing page, the information about the referrer and the redirection URL will be sent to Creatio. The system will analyze the URLs and identify the lead channel and the source website.
- After the customer completes the landing page form, Creatio will add a new lead and write the URL analysis result in it. Based on the redirection URL, Creatio will also link the generated leads to the marketing emails that originated them. Similarly, Creatio will link leads to the corresponding campaigns.

Using cookie files in the lead source tracking

The lead source tracking creates two cookies containing the following data:

- The [BpmRef] cookie contains the name of the website domain (referrer) that redirected the users to your website. Redirection URL will display in the [Redirection address] field of the [History] tab on the lead page.
- The [BpmHref] cookie contains the URL of the website that redirected the user to your website. The redirection URL might contain tracking parameters (e.g., the UTM marks) used by the tracking code to determine the lead attraction channel. For example, `http://www.?reatio.com?utm_source=facebook&utm_medium=social&utm_campaign=c1`. The redirection link is stored in the [BpmHref] database column and is not available in the application UI.

Determining the external, internal, and direct traffic

The following rules are applied for the redirections from external links to your website and for your website's internal redirections. These rules define the way the data is written to the [*BpmRef*] and [*BpmHref*] cookie files regardless of the initial values they contain:

- Each external redirection from a new source will result in overwriting the referrer and the redirection URL in the corresponding cookies.
- Your website's internal redirections will not result in data overwriting in any of the cookie files.

When a direct link is used to access your website, the direct link to your website page is saved in the [*BpmHref*] cookie file, while the referrer value remains blank. This occurs regardless of the previously used website redirection source.

Thus, Creatio takes into consideration only the last source and the redirection link to your website.

Using the UTM marks

In Creatio, UTM marks are used in bulk and trigger emails. These marks enable obtaining additional information about lead sources and analyzing the efficiency of marketing emails and campaigns. UTM marks are variables that are added to all URLs in a bulk email. The marks are added sequentially, at the end of each URL, and are separated with the “&” character.

The following UTM marks are used to determine lead sources:

- The **utm_medium** mark determines the lead source channel, or the type of resource used to attract the lead, such as a search engine, social network, etc.
- The **utm_source** mark determines the specific information resource used to attract the lead, for example, Facebook, Google, etc.
- The **utm_campaign** mark determines the campaign that involved the bulk email. If the bulk email was not

conducted as part of a Creatio campaign, specify the trigger email subject in the mark name.

- The **utm_term** mark determines a keyword in the campaign and is used mostly for search-based advertising.
- The **utm_content** mark is used to distinguish similar content or links in the same email. For example, if an email contains two links with a call to action, you can use the `utm_content` parameter to assign different values and perform split tests.

Rules for determining lead sources (with examples)

Using tracking to determine the lead source and the lead channel

Creatio analyzes your website visits and identifies the lead sources using the tracking code and landing pages. Tracking results can be obtained from the page of the lead sent to Creatio from your landing page. The results are generated using the data contained in the [*Channel*] and [*Source*] fields on the [*History*] tab. The [*Channel*] field displays the lead traffic type, for example, “Social accounts”, and the [*Source*] field displays the advertising system used, for example, “Twitter”. Use the [*Leads*] section analytics to obtain the performance indicators for a certain lead channel or source.

Creatio uses the following information to analyze the lead sources:

- UTM marks: “`utm_medium`” (lead channel) and “`utm_source`” (lead source);
- Unique identifiers of redirections from Google and Yandex search engines that are added automatically (“`gclid`” and “`yclid`”). For example, if you post an advertisement in those search engines.
- Source website (referrer) URL that redirected your customer to your website.

The [*Lead channels*], [*Lead sources*], and [*Lead source URL*] lookup values are used for the analysis of the redirection URL and the source website.

Note If you already use tracking rules for channel classification, sources, and used marks, we recommend that you supplement the contents of the mentioned lookups.

Below are the rules used by Creatio to identify the lead source and channel.

Lead channel identification rules

The rules are listed by priority. This means that if rule 1 is satisfied, then rules 2 – 5 will not be checked, and so on.

| Channel identification rule | Case example |
|--|---|
| 1. utm_medium mark | |
| If the redirection URL contains the “utm_medium” mark value, the channel will be populated with the value corresponding to that mark (1). | For example, the redirection URL value is “http://site.com/page?utm_medium=social”. In this case, the channel will be populated with the “Social accounts” value. |
| 2. utm_source mark | |
| If the redirection URL contains the “utm_source” mark value, the channel will be populated with the found source default value (2). | For example, the redirection URL value is “http://site.com/page?utm_source=creatio”, which means the customer clicked the link in the Creatio bulk email. In this case, the channel will be populated with the “Email” value. |
| 3. Google AdWords/Yandex redirection ID. Direct | |
| If the redirection URL obtains the value from Google (“gclid”) or Yandex (“yclid”) redirection, then the “Search-based advertising” will be specified as the lead channel. | For example, if the redirection URL is “http://site.com/?gclid=123xyz” or “http://site.com/?yclid=123456”. |
| 4. Referrer | |
| <p>If the redirection URL does not contain UTM mark values, then the source website (referrer) will be analyzed. To do this:</p> <ul style="list-style-type: none"> • If the referrer of the found source website is included in the [Lead source URL] lookup (source website sub-domains are also included in the search), then the lead channel will be populated with the site URL value (4); • If the found referrer is not included in the [Lead source URL] lookup, then the channel will be populated with the “Redirected from another website” value. | For example, the referrer is “mobile.twitter.com”. In this case, the source will be populated with the “Twitter” value and the channel – with the “Social account”. |
| 5. Direct traffic | |
| If the redirection URL does not contain UTM mark values and the referrer is not identified, then the channel will be populated with the “Direct traffic” value. | |

Lead source identification rules

The rules are listed by priority. This means that if rule 1 is satisfied, then rules 2 – 5 will not be checked, and so on.

| Source identification rule | Case example |
|---|---|
| 1. utm_source mark | |
| If the redirection URL contains the “utm_source” mark value, the lead source will be populated with the value corresponding to that mark (3). | For example, the redirection URL value is “http://site.com/page?utm_medium=social&utm_source=linkedin”. In this case, the source will be populated with the “LinkedIn” value. |
| 2. utm_medium mark | |
| If the redirection URL contains the “utm_medium” mark value, the lead source will be populated with the “Other source” value. | For example, if the redirection URL value is “http://site.com/page?utm_medium=social”. |
| 3. Google AdWords/Yandex redirection ID. Direct | |
| If the redirection URL obtains the value from Google (“gclid”) or Yandex (“yclid”) redirection, then the “Google AdWords” or “Yandex. Direct” will be specified as the lead source accordingly. | For example, if the redirection URL value is “site.com/?gclid=123xyz”, then the source will be populated with the “Google AdWords” value. |
| 4. Referrer | |
| If the redirection URL does not contain UTM mark values, then the source website (referrer) will be analyzed. To do this: <ul style="list-style-type: none"> • If the referrer of the found source website is included in the [Lead source URL] lookup (source website sub-domains are also included in the search), then the lead source will be populated with the site URL value(4); • If the found referrer is not included in the [Lead source URL] lookup, then the lead source will be populated with the “Other website” value. | For example, if the source website value is “mobile.twitter.com”, then the lead source will be populated with the “Twitter” value. |
| 5. No source | |
| If the redirection URL does not contain UTM mark values and the referrer is not identified, then the lead source will not be specified. | |

Notes

(1) - use the [Lead channels] lookup to link the “utm_medium” mark to a lead channel. Possible values of the UTM marks for each channel are displayed on the [*Lead channel code*] tab of the lookup page.

(2) - use the [Lead sources] lookup to set the default channel for the lead source.

(3) - use the [Lead sources] lookup to link the “utm_source” mark to a lead source. Possible values of the UTM marks for each source are displayed on the [*Lead source code*] tab of the lookup page.

(4) - use the [*Lead source URL*] lookup to link the source to a website URL.

Using tracking to determine a campaign and a bulk email

You can estimate the efficiency of your bulk emails and campaigns using the lead tracking for the leads generated from landing pages. While analyzing the redirection URLs, Creatio identifies the bulk email and the campaign that redirected the customer to the landing page of your website and where they submitted the landing page form. On the lead page, you can find out the bulk email and the campaign connected to the lead. To do this, use the [*Bulk email*], [*Campaign*] fields, and the [*Lead engagement*] field group on the [*History*] tab. You can get the summary information about the efficiency of the bulk emails and campaigns using the analytics in the [*Leads*] and [*Campaigns*] sections.

A campaign is identified based on matching of the “utm_campaign” marks in the redirection URL and on the campaign page. If there are several campaigns found for the “utm_campaign” value, the lead page will display the last campaign (by creation date).

A bulk email is identified using the bulk email unique Id contained in the redirection URL (“bulk_email_rid”).

Using tracking to set up determining of a campaign and a bulk email

To start tracking **campaigns**, enter the “utm_campaign” mark value on the [*Properties*] page of the campaign.

To start tracking **bulk emails** and the connected campaigns, go to the [*Parameters*] tab of the bulk email page and do the following:

1. Select the [Use UTM tracking codes] checkbox.
2. Select the marks: “utm_source,” “utm_campaign,” “utm_medium,” additionally - “utm_content” and “utm_term”.
3. Enter the list of domains to generate the redirection URL for using the marks entered.

Apart from the UTM marks, the redirection URL will also contain the unique Id of the bulk email (“bulk_email_rid”). Its value is generated in Creatio automatically and is added to all the redirection URLs in the email. The unique Id of each bulk email is stored in the [*Rid*] system column.

For example, a campaign page will include the following values:

- [utm_source] - “creatio”
- [utm_campaign] - “crm_day”
- [utm_medium] - “email”
- [utm_content] - “active_users”
- The domain list will include the “http://www.creatio.com/event-crm” website.

In this case, the website redirection URL will look like this: “http://www.creatio.com/event-crm/?

utm_source=creatio&utm_medium=email&utm_campaign=crm_day&utm_content=active_users&bulk_email_rid=17”

Set up lead source tracking

PRODUCTS: **MARKETING**

Set up the UTM codes




If you are already using web analytics tools, for example, Google Analytics, you are likely to have established tracking rules for the source and channel classification as well as UTM code you use. In this case, we recommend saving the website URLs and UTM codes you use to Creatio. To do this, use the following lookups:

- [*Lead channels*]. Contains the index of all resource types that provided new leads, e. g., “Social accounts,” “Search-based advertising,” or “Email.” The [*Lead channel code*] field of the lookup page contains the “utm_medium” code values that match the channel. For example, “display,” “cpm,” and “banner” for the “Media advertising” channel. Creatio uses these values to identify the channel.
- [*Lead sources*]. Contains the index of specific resources from which the user was redirected, e. g., “Twitter,” “Google,” or “Creatio marketing.” The [*Lead source code*] field of the lookup page contains the “utm_source” code values that match the source. For example, “facebook,” “facebook.com,” “fb,” and “fb.com” for the “Facebook” source. Creatio uses these values to identify the source. Here you can also set up the default channel for the selected source. For example, the “Social accounts” channel for “Facebook” and “Search-based advertising” channel for “Google AdWords.”
- [*Lead source URL*]. Contains the list of source websites (referrers) Creatio can identify. Here you can also set up the default source for the selected referrer. For example, the lookup contains the following URLs by default: “facebook.com” (“Facebook” source), “twitter.com” (“Twitter” source), “linkedin.com” (“Linkedin” source), etc.

The lookups above have the most common website URLs and codes preconfigured. You can expand the lookups with the values your company uses.

Since Creatio version 8.0.3, when a lead is registered from a landing page, the UTM codes that the landing page URL uses are passed to the “utm_campaign”, “utm_content”, “utm_medium”, “utm_source”, “utm_term” Creatio columns as strings. Creatio does not display these columns on the lead page, but you can use the columns for customization, for example, in charts and pivot tables. This functionality also lets you utilize UTM codes not included in the lookups. For example, codes from emails sent by your partners.




Add a lead channel

1. Open the **System Designer**, for example, by clicking  in the top right. Go to the [*System setup*] block → [*Lookups*].
2. Go to the [*Leads*] folder and open the [*Lead channels*] lookup.
3. Click [*New lead channel*] to add a record to the lookup. Enter the channel name in the row that appears, for example, “Partner sale,” and click  on the toolbar.
4. Click  on the toolbar to open the page of the record you created.
5. Click the [*Add*] button on the [*Lead channel code*] tab. This opens a page. Enter the “utm_medium” code by which to identify the channel, for example, “affiliate.” Save the page. Similarly, you can add other “utm_medium” codes by which to identify the channel.

Note. Learn more about the rules that identify the lead source and channel in a separate article: Rules for determining lead sources (with examples).




As a result, Creatio will save the channel to the lookup. The lookup will be used to identify the channel during lead tracking. In this example, when Creatio receives the “http://site.com/page?utm_medium=affiliate” redirection URL, the lead channel will be set to “Partner sale.”

Add a lead source

1. Open the **System Designer**, for example, by clicking  in the top right. Go to the [*System setup*] block → [*Lookups*].
2. Open the [*Lead sources*] lookup.
3. Click [*New lead source*] button to add a record to the lookup. Take the following steps in the row that appears:
4. Enter the source name, for example, “Admitad.com.”
5. Click  in the [*Default channel*] field and select a channel in the dialog that opens, for example, “Partner sale.” The lead channel will be set to this value if Creatio cannot retrieve the “utm_medium” code value from the redirection URL but can retrieve the “utm_source” code value.
6. Click  on the toolbar to save the record.
7. Click the toolbar button to open the page of the record you created.
8. Click the [*Add*] button on the [*Lead source code*] tab. This opens a page. Enter the “utm_medium” code by which to identify the channel, for example, “admitad.” Save the page.
Similarly, you can add other “utm_source” codes by which to identify the source.

As a result, Creatio will save the source to the lookup. The lookup will be used to identify the channel and source during lead tracking. In this example, when Creatio receives the “http://site.com/page?utm_source=admitad” redirection URL, the lead source and channel will be set to “Admitad.com” and “Partner sale,” respectively.

Add a source website

1. Open the **System Designer** by clicking  in the top right. Go to the [*System setup*] block → [*Lookups*].
2. Open the [*Lead sources*] lookup.
3. Add a record to the lookup. Take the following steps in the row that appears:
 - a. Enter the source URL in the [*URL*] field, for example, “mysite.com.”
 - b. Click  in the [*Lead source*] field and select a source in the dialog that opens, for example, “Admitad.com”. The lead source will be set to this value if Creatio cannot retrieve the UTM codes from the redirection URL but can retrieve the referrer.
4. Click  on the toolbar to save the record.
Similarly, add other referrers by which to identify the lead sources.

As a result, Creatio will save the referrer to the lookup. The lookup will be used to identify the channel and source during lead tracking. In this example, when Creatio receives the “http://mysite.com/” referrer, the lead source and

lead channel will be set to "Admitad.com" and "Partner sale," respectively.

Embed a cookie tracking script into your website

To ensure lead source tracking operates as intended, insert a special code snippet that tracks cookies into the source code of each page on your website.

Attention. The setup of lead source tracking is done by the website administrator. To insert the tracking code, you need access to the HTML source code of your website and permission to edit it.

1. Copy the following code snippet that tracks cookies:

```
<script src="https://webtracking-v01.creatio.com/JS/track-cookies.js"></script>
```

2. Insert the tracking code into the HTML source code of each page on your website. You can paste the code anywhere before the closing tag at the end of the page. If you do not insert the code into each page on your website, Creatio will be unable to track every resource from which prospects were redirected to the website.

After you set up lead source tracking for your website, the lead source and channel will become available in Creatio. You will be able to view tracking data in the [*History*] tab on the lead and connected contact page.