## BOTS & PEOPLE

## Marketing Automation: Steps to Success



Develop a workflow.



Begin **small** and expand as you go.



Only automate **fleshed-out** processes.



**Learn** the stages in your customer's purchasing cycle.





Understand that **buyer personas** are valuable here.



**Humanize** and **personalize** your marketing campaign.



Test your strategies.



**Avoid** standardized, catch-all marketing.



Maintain and develop **stronger relationships** with customers.

