

### Washington D.C.

- Connect to WiFi: GoogleGuest (no password)
- 2. Complete the following (if you can):
  - Log into Google Adwords (adwords.google.com)
  - Log into Google Analytics (analytics.google.com)
  - Log into Webmaster Tools/ Google Search Console (google.com/webmastertools)
  - Log into Google My Business (google.com/mybusiness)
  - Download ScreamingFrog (screamingfrog.co.uk/seo-spider/)

### **Speakers**



**Dana Morgan** Strategic Partner Manager, Google



**Conrad Saam** CEO, Mockingbird

## Mindset Adjustment

- 1. This is fast, technical and intense.
- 2. There are lots of ways to skin a cat we are showing you what we do and how we do it. That doesn't mean it's the only (or even best) way
- 3. You are going to get left behind. That's OK. Follow up later for "understanding."
- 4. We are going to be using a variety of different tools and jumping around. Recommendation: open them in different tabs and keeping those tabs open.
- 5. We believe everything should be centered around Google Analytics.
- 6. We are here to diagnose, not fix.
- 7. Now let's review the worksheet glossary

### Paid

Local

# Organic

#### Google

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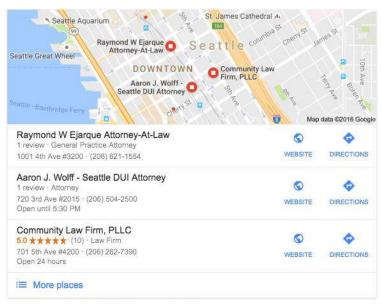
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### **Agenda**

10:00-11:00 Performing a Market Audit Using Google Analytics

11:10-12:10 LOCAL SEO

2:00-3:00 Organic SEO

3:10 - 4:10 AdWords



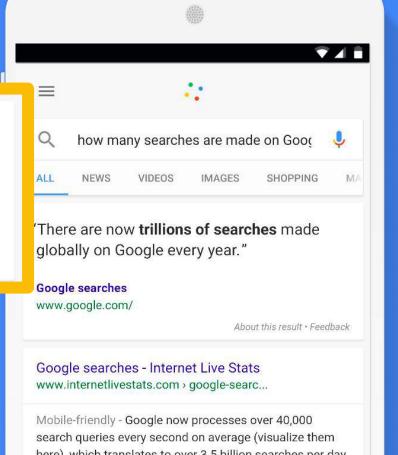
"There are now **trillions of searches** made globally on Google every year."

Google searches

www.google.com/

About this result • Feedback

Google internal data, Global, March 2016.

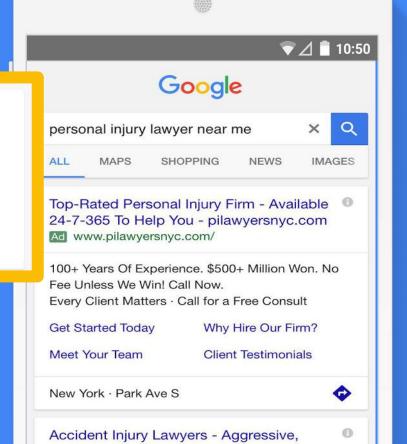




# 6+ Billion

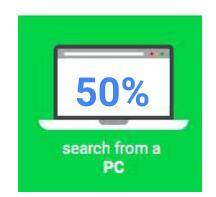
searches for Legal Services

Google internal data, Global, June 2017.



# 6 Billion

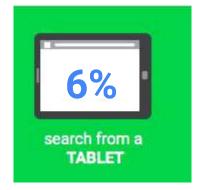
# Legal Search Queries



3.1B



2.7B



375M

# 759 Million

Visits from Ads

in the last 12 months

in the **Legal** industry



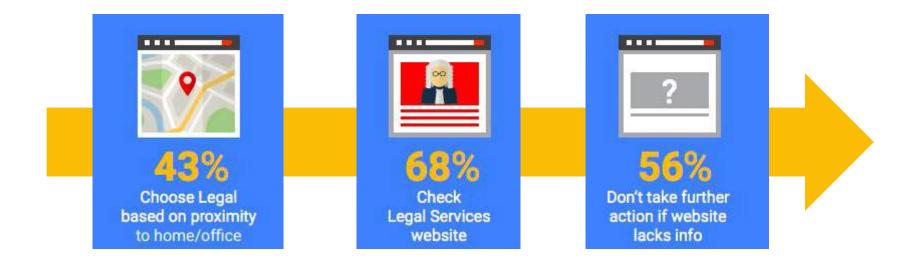
# How customers research legal services

63%

Use **Google Search** when looking for Legal Services

Use other means than Google Search such as word of mouth

# Of those digital legal customers...





# Why do you think over 40% of Legal Services searches happen on **mobile?**





# How can you succeed in a digital world?

Be There

**IBe Useful** 

Be Quick

# Succeeding in a digital world

Be There

|Be Useful |Be Quick

# Showing up gets your brand in the game to be chosen, not just seen

# Many consumers aren't brand committed



of smartphone users have discovered a new brand (law firm) or service (legal services) when conducting a search on their smartphones

# You get a shot at your competitor's customers

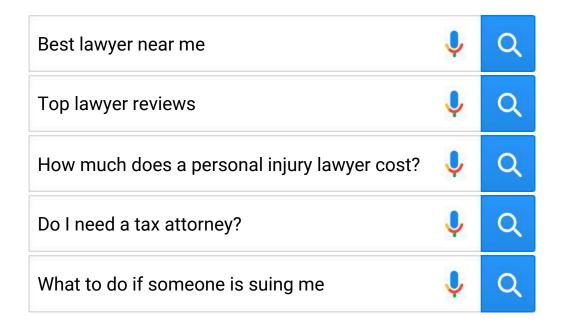


smartphone users have purchased from a firm other than the one they were seeking because of information provided in the moment they needed it

Be There

# **Action**: Identify your moments

Google search insights questions consumers are asking about your brand



Be There

# Key Takeaway

Consider the most searched topics for your brand or category. Try those searches on desktop and mobile.

Are you there, and do you like what you see?

# Succeeding in a digital world

**IBe There** 

■ Be Useful

IBe Quick

Be Useful

# Without **utility** in the moment, not only will clients move on, they actually might not ever come back

69%

of smartphone users are more likely to buy from companies whose mobile sites or apps help them easily find answers to their questions



Action: Create snackable, educational content — not the hard sell

# "Snackable Content"



Be Useful

# **Key Takeaways**

What do consumers want to <u>learn</u> about your firm or services?

Are you being <u>helpful</u> when they search for you?

# Succeeding in a digital world

Be There
Be Useful

■ Be Quick

### The Era of Instant Gratification





# If speed thrills, friction kills



of customers will abandon a site that takes over 3 seconds to load



of smartphone users will immediately switch to another site if it's too clumsy or slow



Dissatisfied visitors will never return to a website where problems have occurred Be Quick

# Key Takeaways

Load like lightening: how long does it take for your mobile site to load? Is it easily navigable?

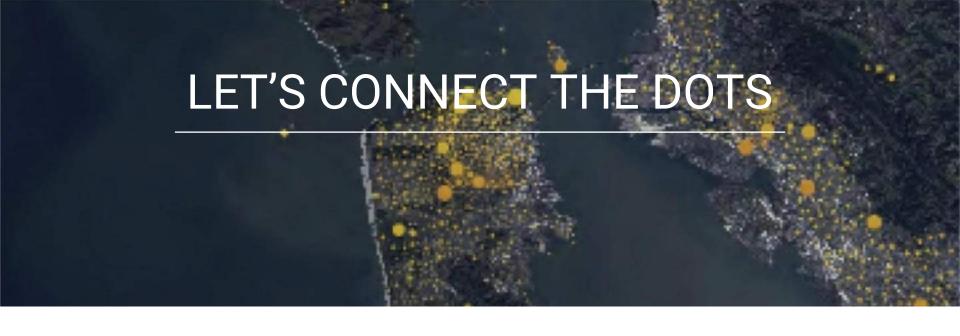


Evaluate mobile site load time

# Succeeding in a digital world

| Be There | Be Useful | Be Quick

Connect the Dots



1

Identify your "moments"

2

Deliver on needs in the moment

3

Measure every moment that matters

Connect the Dots

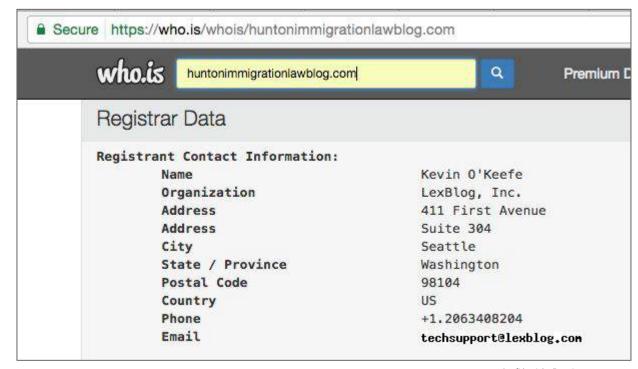
# **Key Takeaway**

- Pay attention today!
- Ask Questions! Mockingbird people are here to help.
- Relax you are going to get lost and that's okay!

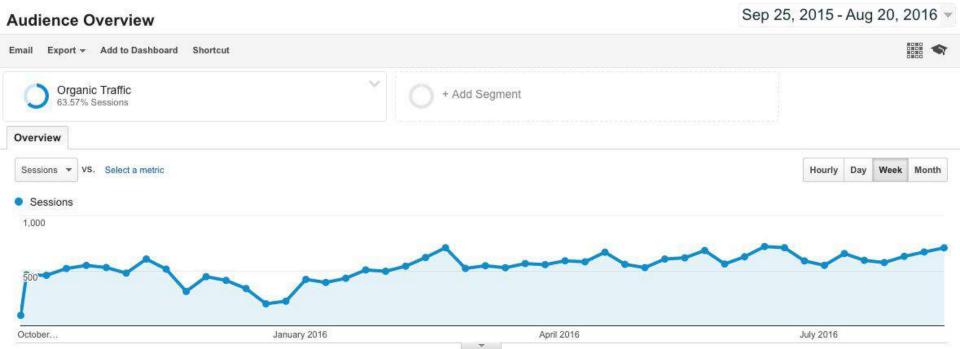
# **Google Analytics & Business Metrics**

# 1. Do you really own your website?

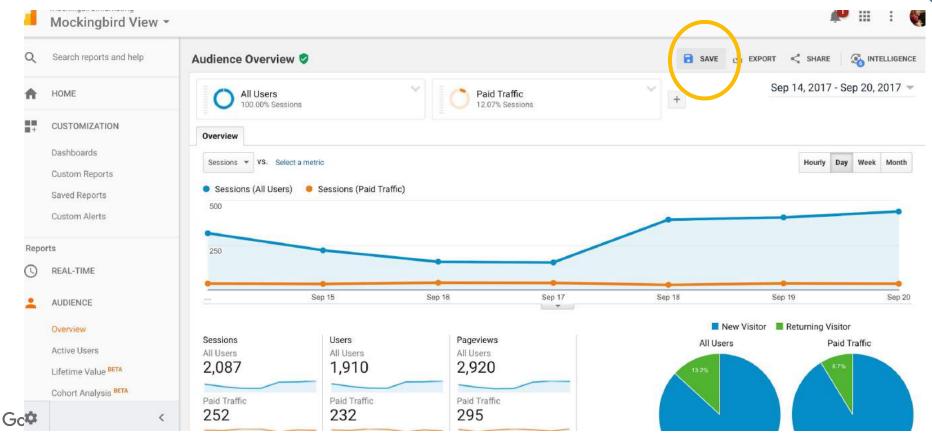
who.is



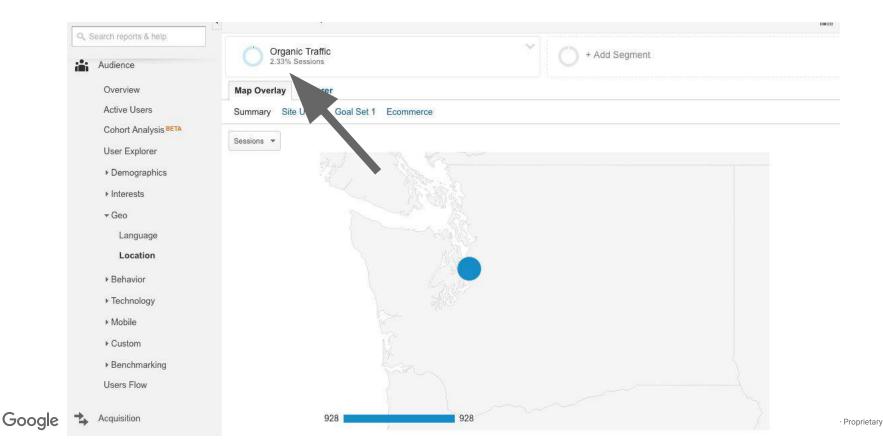
- 2. What is my traffic trend?
- 3. What is my SEO traffic trend?
- 4. What is my paid traffic trend?



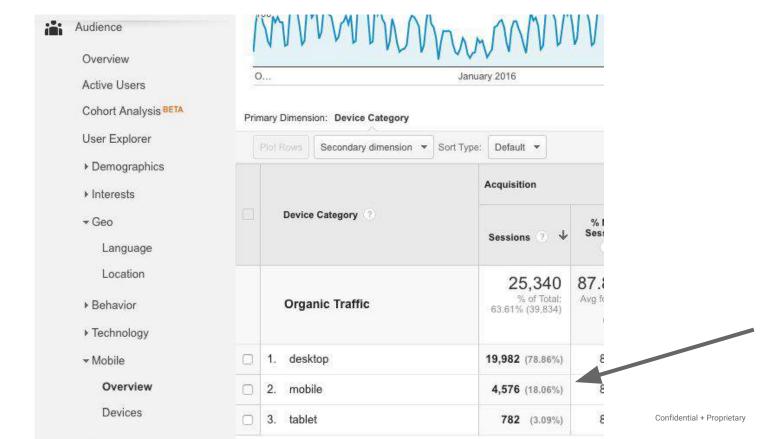
# Extra Special Bonus Slide: Saved Reports!



# 5. What percentage of my traffic is near me?



# 6. What percentage of my traffic is mobile?

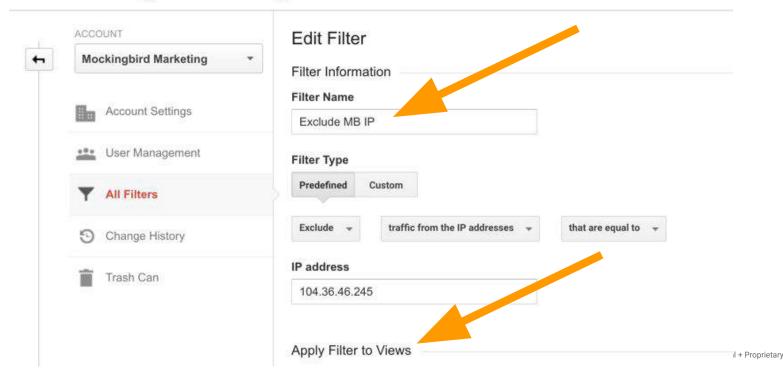


# 7. Am I counting myself (over and over and over and over)

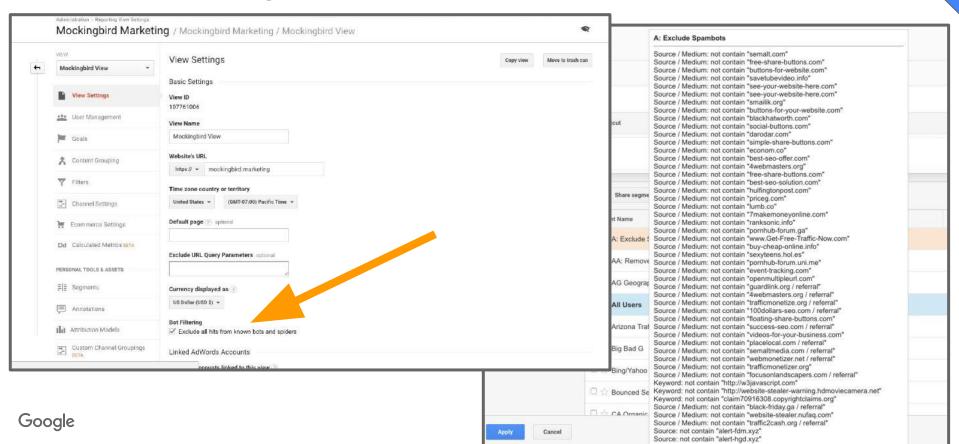
Administration > Global Filters > Edit Filter

Mockingbird Marketing

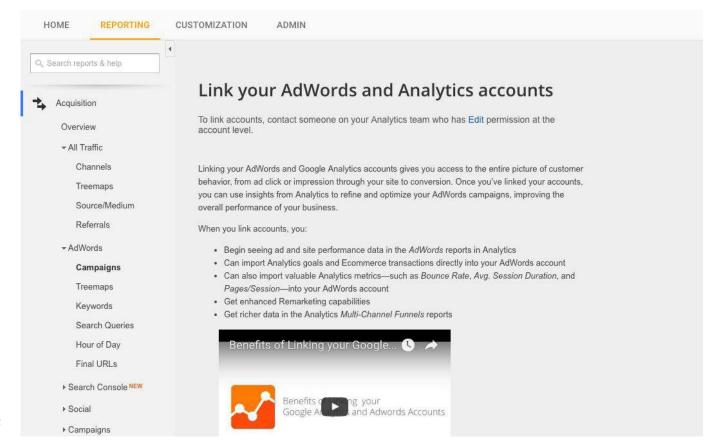
Google



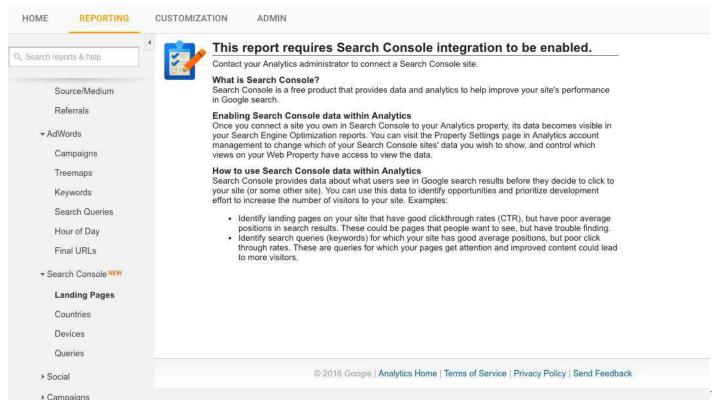
## 8. Am I counting bots?



# 9. Have I linked Adwords to Google Analytics?

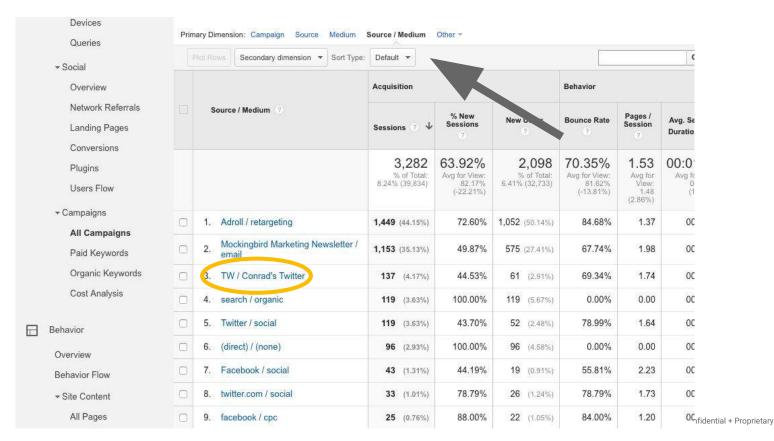


# 10. Have I linked Search Console to Google Analytics?

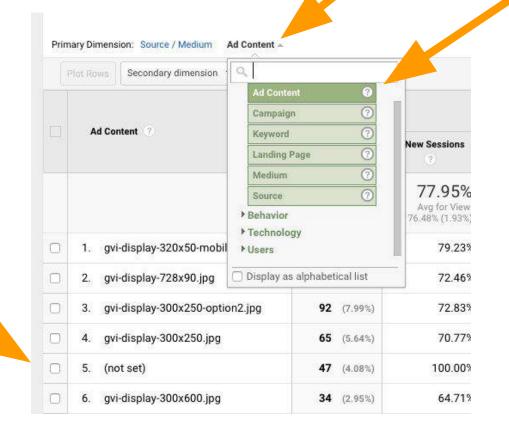


Google

# 11. Where is traffic coming from? (source/medium)

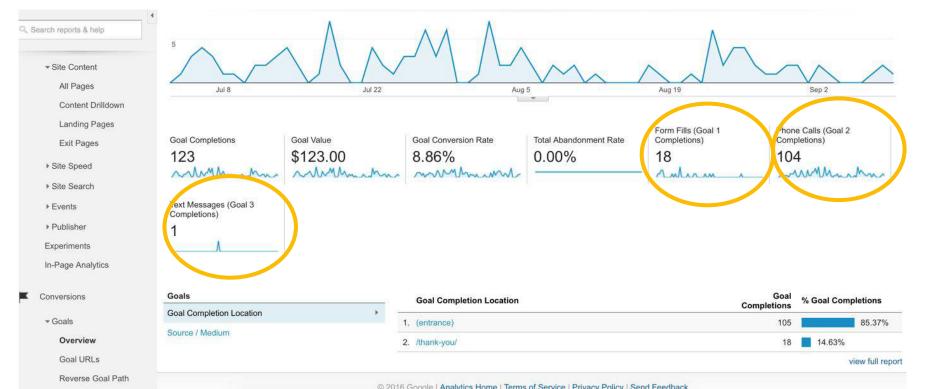


12.I'm tracking my ads individually.



Am I tracking all of my conversions? 13.Phones 14.Form fill, 15.Chat 16.Text

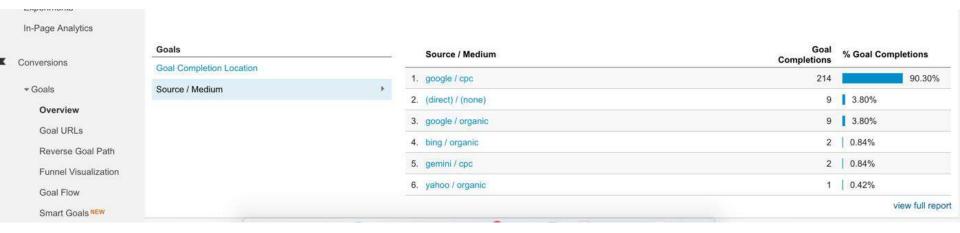
17. Are these the ONLY conversion goals in here?



### Aside: Broken conversions!

Phone calls - intake experience Form fills not working

# 18. What campaigns generate business? (source/medium)



19.Am I using dynamic call tracking numbers?



# 20.Can I calculate cost per marketing channel? 21.Do I review this monthly or quarterly?



#### **ADWORDS**

# Why Paid Search?



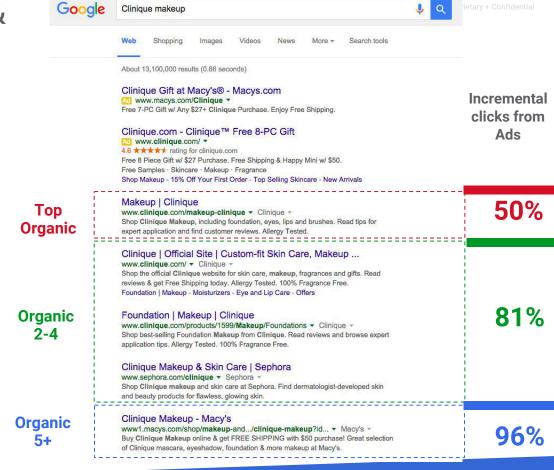
# Driving Incremental clicks



OF CLICKS ARE INCREMENTAL TO ORGANIC CLICKS

# Let branded search ads & organic listings work together

Ad clicks are largely incremental to organic search clicks, even when a brand is the top organic result.



Adwords Auction 101

AdWords Fundamentals

Benefits of working with a Google Partner

Google Partners

Partners Academy

# How Does The Auction Work?

Understanding how the Google ad auction functions, and what it costs to achieve top positioning

#### The Auction



Google Search I'm Feeling Lucky

New phone or tablet? Deck out your device with Google.

#### Winners & Losers

#### **Top Positions**



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Common Questions

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**Organic** 

rstanding The AdWords Auction

#### How Do I Appear In The Top Spot?

Advertisers with the **highest Ad Rank** will be rewarded with the **top Ad Position** 



#### What is Quality Score?

Quality Score is a rating measurement Google gives keywords based upon:

Click-Through-Rate

Drive strong CTR across keywords

Relevancy

Clear link from keyword  $\rightarrow$  ad  $\rightarrow$  landing page

Landing Page Quality

Relevant, Original, Transparent, Navigable (and fast)

#### How does it this work in practice?

If all 3 are bidding on the same keyword, who will win the top position?

	Ad Rank	Max CPC		Quality Score	
John Lawyer	8	\$1.00	$\approx$	8	2 <sup>nd</sup>
Dave Lawyer	10	\$1.00	$\approx$	10	1 <sup>st</sup>
Olivia Lawyer	7	\$2.35	$\approx$	3	3 <sup>rd</sup>

#### How much will I actually pay?

If I'm bidding \$5, will I pay \$5?



#### Key Takeaways

- A higher quality score drives up click-thru rates, and drives down costs
- You can pay less for a higher position
- Use more specific keywords to increase quality score
- For a good QS, your landing page must be ROTN (relevant, original, transparent, navigable)

Google Partners

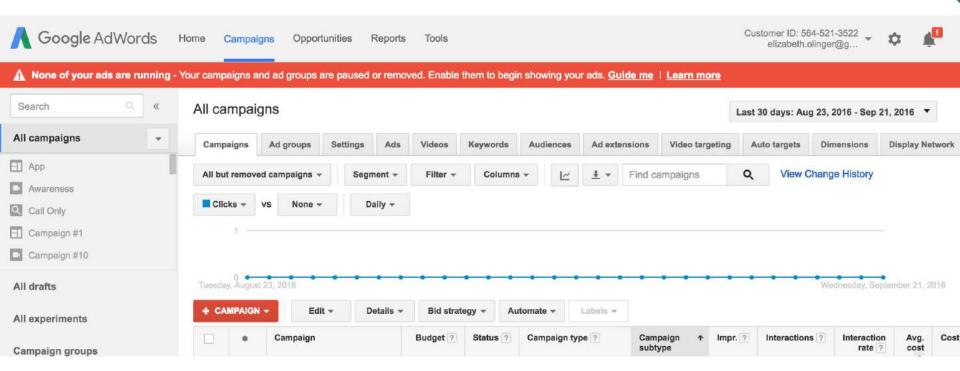
Partners Academy

# AdWords Fundamentals

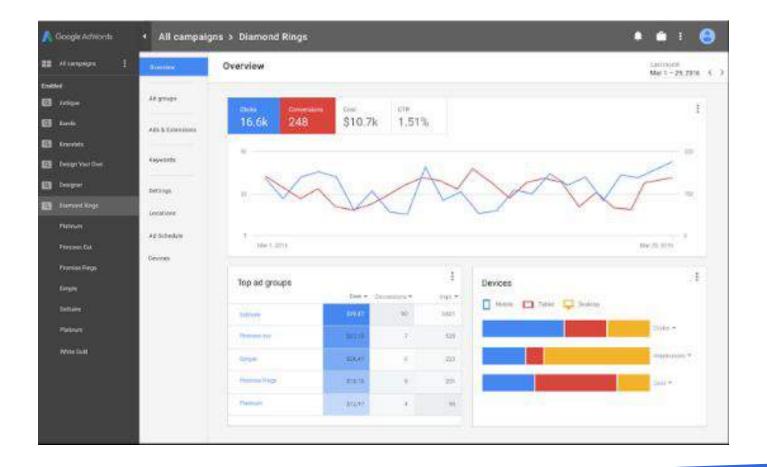
The essentials of a successful search campaign

# Proprietary Pig

# Login to AdWords by going to google.com/adwords









### **Account Checklist**

- 1. How are you measuring your return on investment?
- 2. How specific is your geo targeting? Are you optimizing based on geography?
- 3. Do you have the right amount of keywords in your ad groups?
- 4. Are you continually reviewing the search terms report and adding negative keywords?
- 5. Do you have Expanded Text Ads?
- 6. Are relevant ad extensions enabled?
- 7. Do you have a great quality score?
- 8. Are you testing different ads, bidding strategies, etc?
- 9. Are you running ads when no one is available to pick up the phone?
- 10. If your ads are managed by an agency, how often are they optimizing your account? Are you checking the change history?









# Measuring

## 22. How are you measuring your ROI?



# Make sure you're measuring Results with Conversion Tracking











**Tip:** Adjust your conversion window based on how long it typically takes to convert a lead into a customer. For PI or DUI, you may want to consider a 30-60 day conversion window. For longer conversion cycles, consider a 90 day window.

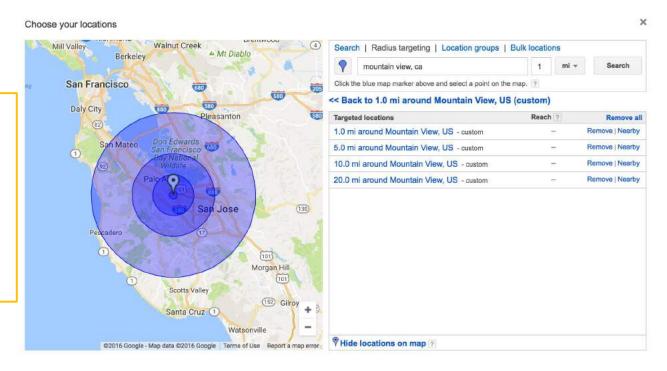
# Campaign Set-Up



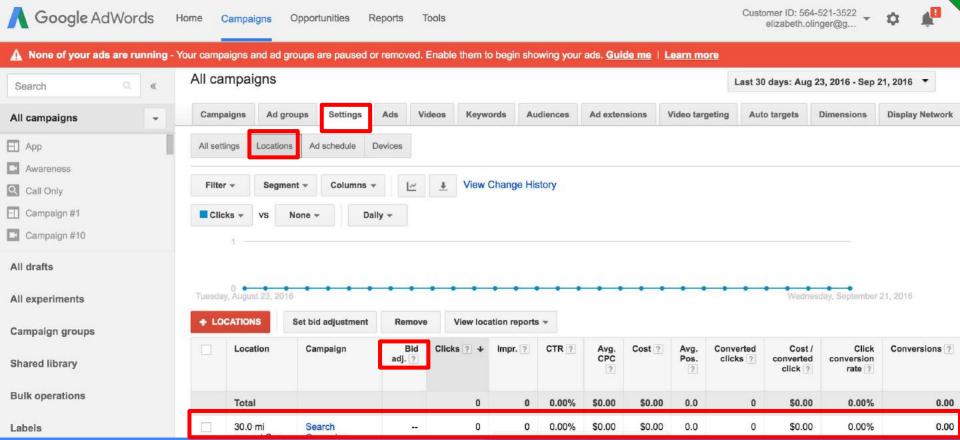
# Reach the Right Audience with Location Targeting

#### **Radius Targeting Strategy:**

- Set multiple local radius targets
- Create bid
   adjustments to
   increase bids on
   people searching
   nearby



# 23. How specific is your Geo targeting?24. Are you optimizing based on Geo?

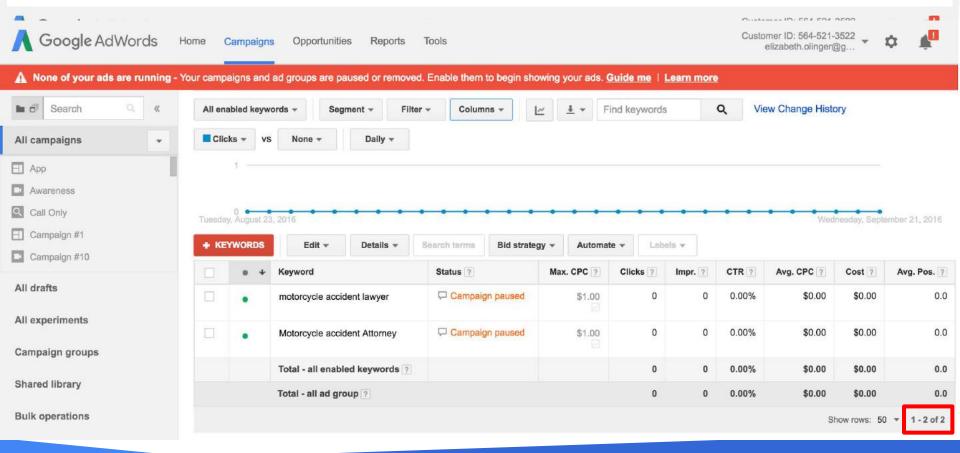




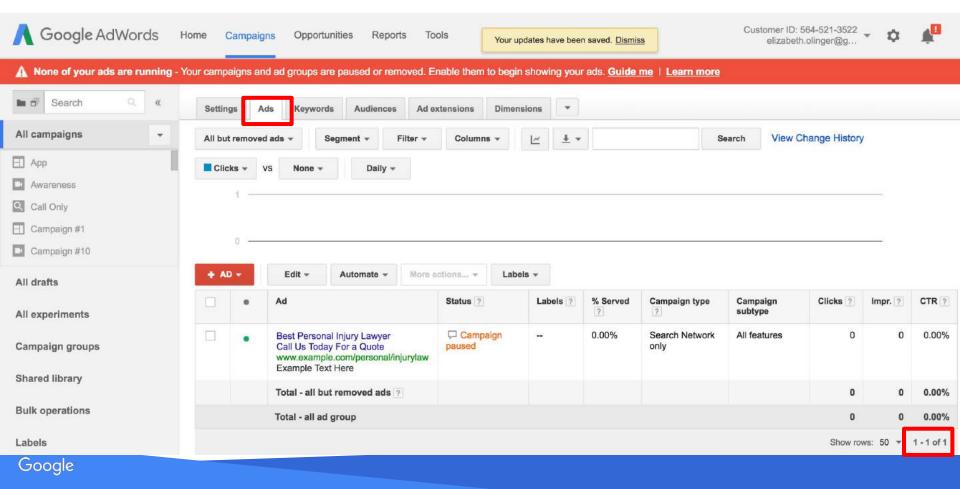
# Reminder: Structure Campaigns for Success

Campaigns	Accounts should have a low campaign to ad group ratio		
Ad Groups	These campaigns should have many, tightly themed ad groups		
Ads	Each ad group should have 3-5 ads		
Keywords	Ad groups should have 15-30 keywords to ensure relevance		

# 25. Do you have the right amount of keywords in ad groups?



#### 26. How many ads are your ad groups?



# 27. Are your ad groups broken out by specific themes? Ad Group Best Practices

Each ad group should highlight a specific part of your business and direct traffic to the most relevant landing page



#### **Campaign: Personal Injury Law**

- Ad Group 1: Motorcycle Accident
- Ad Group 2: Car Accident
- Ad Group 3: Dog Bite

Tip: To boost ad rank, create landing pages specific to each ad group

#### 28. Are relevant ad extensions enabled?

#### Boosting Performance with Ad Extensions

#### Without ad extensions Google 0 Auto dealership With ad extensions Google 0 Auto dealership Call

#### **Improved visibility**

Extra space can go a long way to help you stand out on the search results page.

#### **Better qualify your customers**

You can better quality customers who want to engage with your business, whether you'd like them to contact you by phone, come to your location, or visit your website.

#### More relevant traffic to your site

Giving users more information often translates to a higher clickthrough rate for you. More clicks means more potential customers.



#### Sitelink Extensions



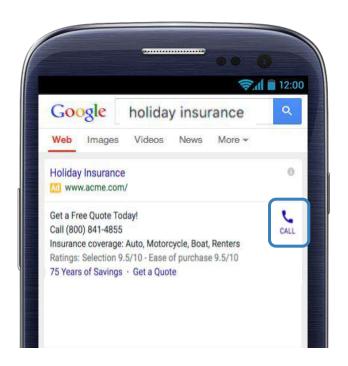
**Giving more options** to consumers by using sitelinks can allow them to find things faster even without a mobile optimized website

**Include mobile preferred sitelinks** in all campaigns to provide customized choices for mobile users

Increase CTR by ~10-20% by adding sitelinks extensions



#### Call Extensions



**Add your business phone number** to your ad to win more website visits and leads

**70% of mobile searchers** have used the call button in an ad

**Increase CTR** by ~8% by adding call extensions



#### **Callout Extensions**



**Highlight** what is unique about your business

Increase CTR by ~10% by adding callout extensions

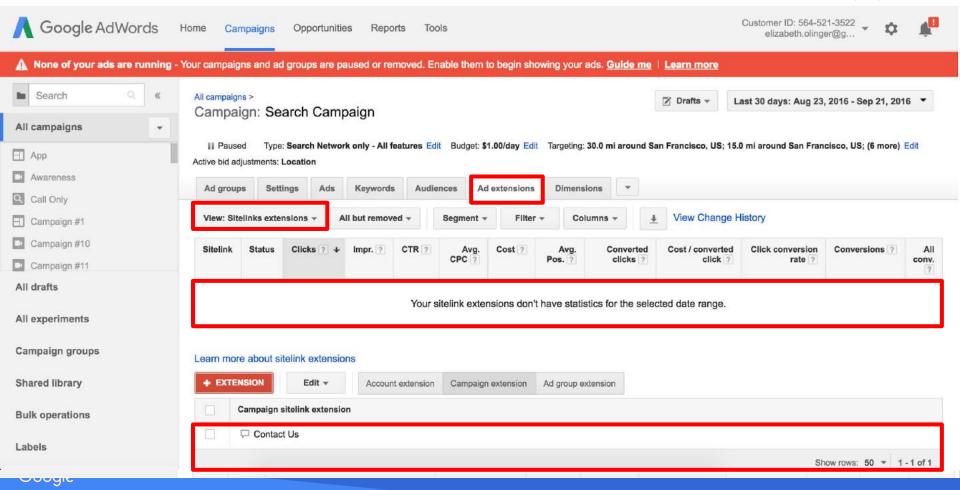


#### **Location Extensions**



**Location extensions** make it easier for on-the-go customers to find you and boost CTR

1 in 3 mobile searches have local intent, and 70% of users contact a business after looking up info on their smartphone



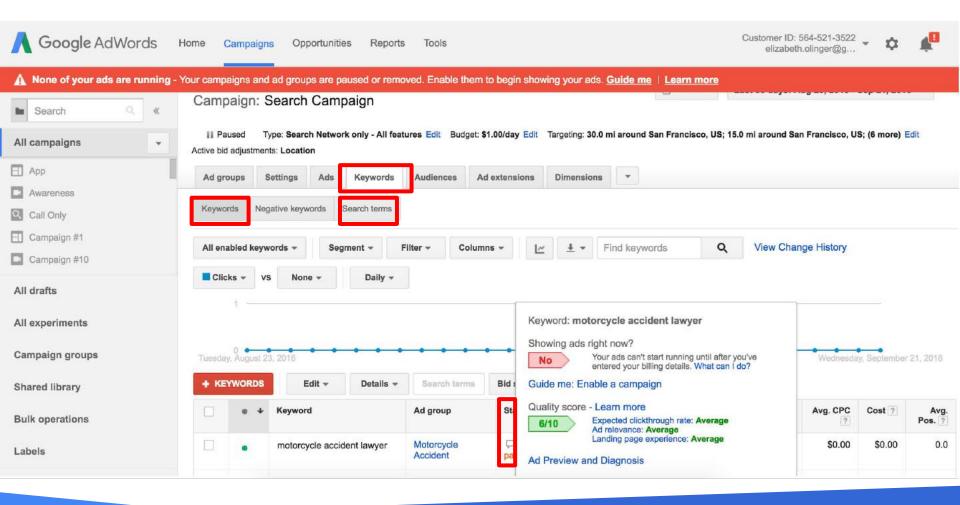
### Optimizing

### 29. Do you have a great quality score?

#### Understanding your Quality Score



- **Expected CTR:** Is this keyword relevant enough to your business? If not, edit to make it more specific.
- Ad Relevance: Edit ads to be more relevant to the keyword. You may need to restructure your ad groups by keyword themes and update the ads to match.
- Landing Page Experience: Ensure landing page is relevant, original, transparent, navigable

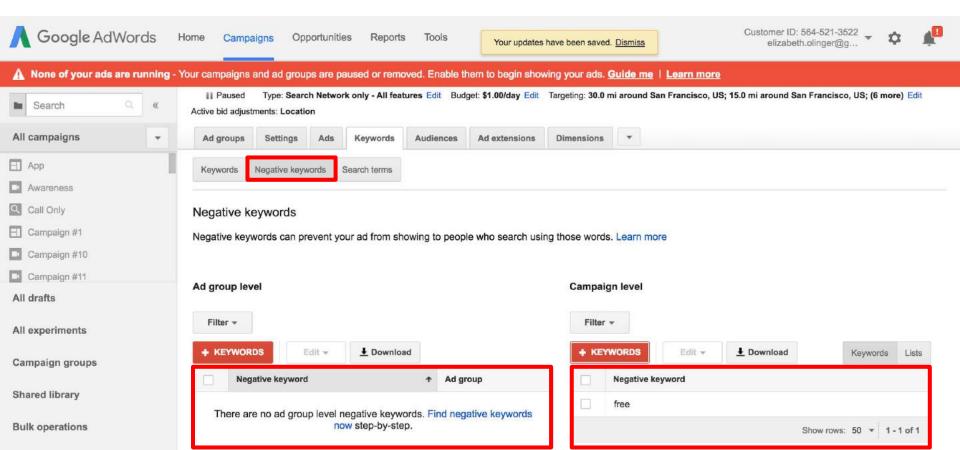


## 30. Are you reviewing search terms report and adding new negative keywords?

Eliminating Irrelevant Spend with Negative Keywords

Search term	Match type ?	Added / Excluded		
Total				
motorcycle accident in dallas today involving keith young jr	Broad match	Excluded		
car accidents in dallas	Broad match	None		Use the search tern
car wreck in dallas man thrown from car someone killed	Broad match	Excluded	•	report to find terms you're already matc
i need a medical malpractice lawyer	Phrase match	Added		to
car accident in forney tx	Broad match	None		
is there a major accident on i 45 n bound sept 2 2016	Broad match	None		
google i need the number for a	Phrase match	None		

Google

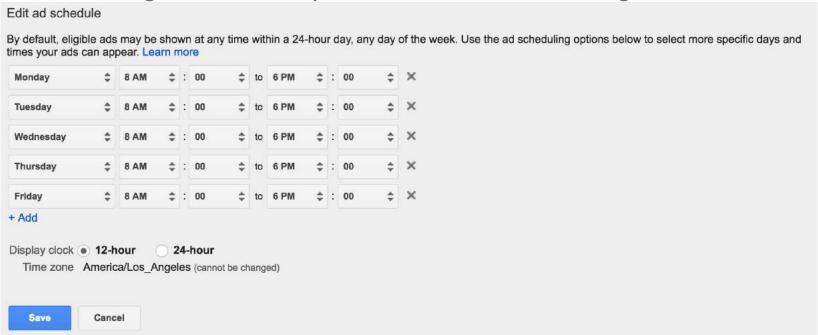


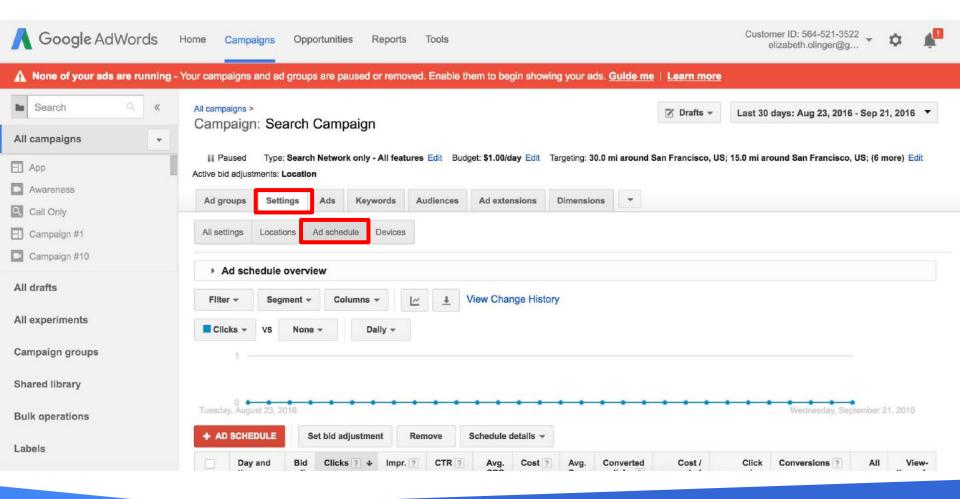
Labels

## 31. Are you running ads when no one can pick up the phone?

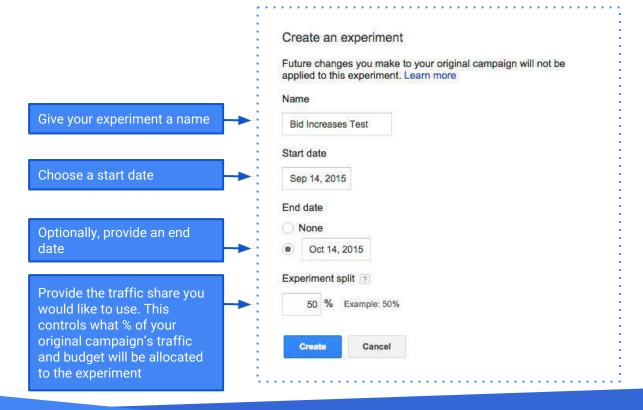


Eliminating Irrelevant Spend with Ad Scheduling

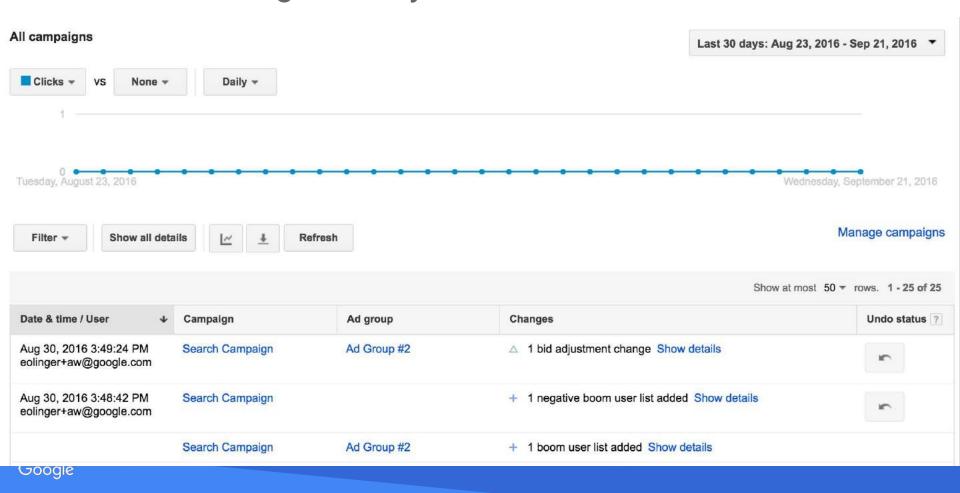




# 32. Are you testing (ads, bidding strategies, etc)? Regular Testing & Iteration to Improve Results



#### 33. Has the change history been touched?



# 34. Are you attracting racist, sexist, religiousist(????) clients? (You should)

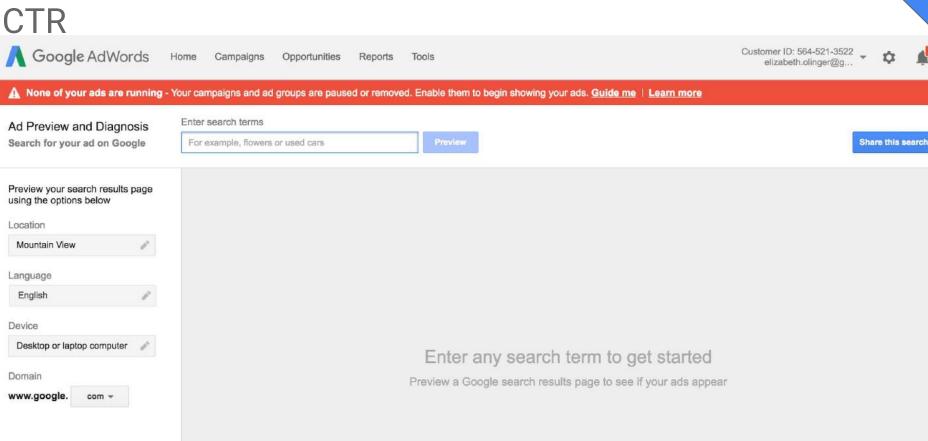
african american female divorce attorney raleigh nc	Phrase match	None	1	1
divorce lawyer in sanford no	Phrase match	None	1	2
can t afford a divorce lawyer	Phrase match	None	1	1
divorce attorney cary no	Phrase match	None	1	3

#### **BONUS Slide**

Are you running a brand campaign?

## BONUS: How to Check Your Ads without Hurting your







- Measure results with conversion tracking
  - o Calls
  - Online Leads
- Expand your conversion window



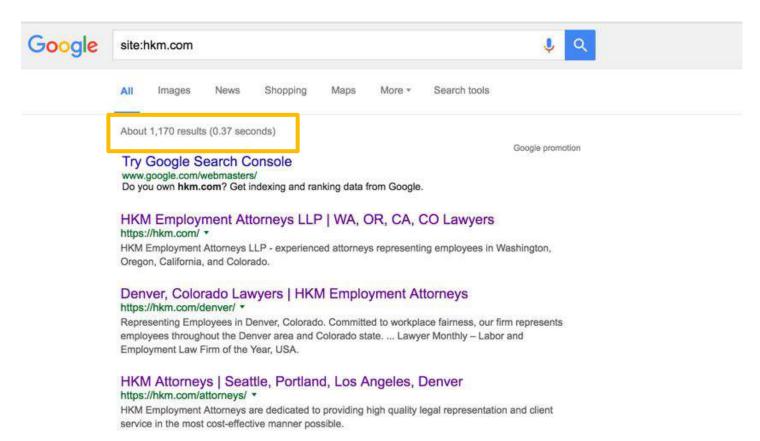
- Target the right geo and implement bid strategies
- Structure ad groups by keyword theme
- Implement Expanded Text Ads
- Enable extensions



- Eliminate irrelevant search terms
- Schedule ads to drive calls/leads
- Improve quality score to reduce cost
- Test and iterate new strategies

#### **ORGANIC**

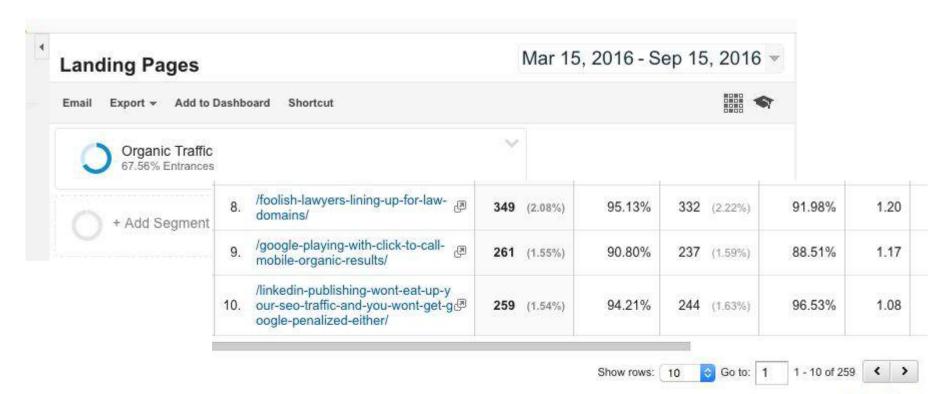
### 35. How many pages (does Google think) are on my site?



### 36. What content on my site generates traffic?

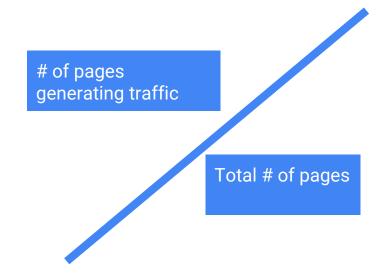
	All Campaigns	Landing Page ?		Acquisition			Behavior	
	Paid Keywords Organic Keywords Cost Analysis Behavior		Landing Page ?	Sessions ? ↓	% New Sessions	New Users ?	Bounce Rate	Pages / Session
				39,834 % of Total: 100.00% (39,834)	82.20% Avg for View: 82.17% (0.03%)	32,743 % of Total: 100.03% (32,733)	81.62% Avg for View: 81.62% (0.00%)	1.48 ( Avg for View: 1.48 (0.00%)
	Overview	0	1. /just-much-yelp-cost/	10,718 (26.91%)	93.34%	10,004 (30.55%)	92.08%	1.12
	Behavior Flow  Site Content	0	2. /	<b>5,364</b> (13.47%)	65.04%	3,489 (10.66%)	62.02%	2.44
	All Pages  Content Drilldown	0	/buy-top-10-attorney-award-link-a 3. merican-institute-personal-injury-a ttorneys/	<b>2,247</b> (5.64%)	94.30%	2,119 (6.47%)	90.88%	1.17
	Landing Pages	0	4. /how-to-update-data-aggregators/ @	<b>1,871</b> (4.70%)	80.38%	1,504 (4.59%)	84.93%	1.27
	Exit Pages	0	5. /yahoo-gemini/	848 (2.13%)	93.75%	795 (2.43%)	89.74%	1.17
	▶ Site Speed	0	6. /tag/pigeon/	813 (2.04%)	95.94%	780 (2.38%)	80.69%	1.38
	▶ Site Search	0	7. /escape-findlaw/	772 (1.94%)	72.93%	563 (1.72%)	73.32%	1.68
Google	▶ Events	0	8. /foolish-lawyers-lining-up-for-law-domains/	<b>726</b> (1.82%)	85.81%	623 (1.90%)	87.74%	1.30 <sup>''</sup> ro

#### 37. How many pages generate traffic?

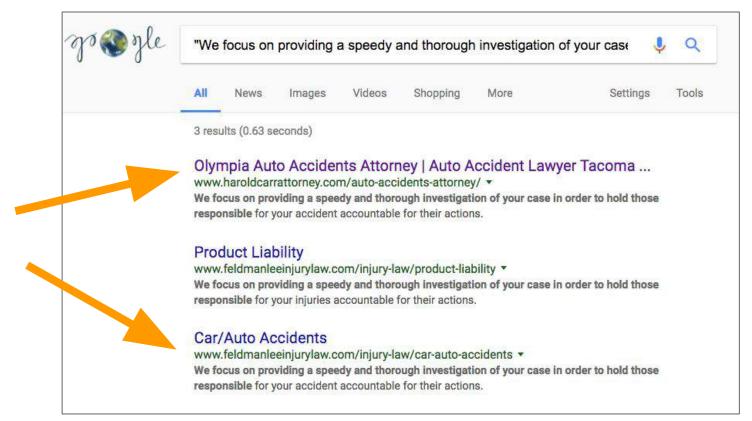


#### 38. What percentage of my pages generate traffic?

(i.e. how much of my site is useless?)



## 39.Do I have copied practice area content? Blogs? Attorney Bios? (note: on your own site or cribbed from others?)

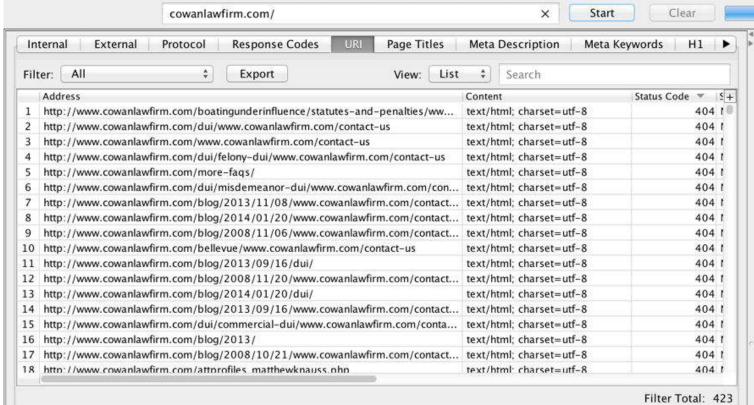


Google

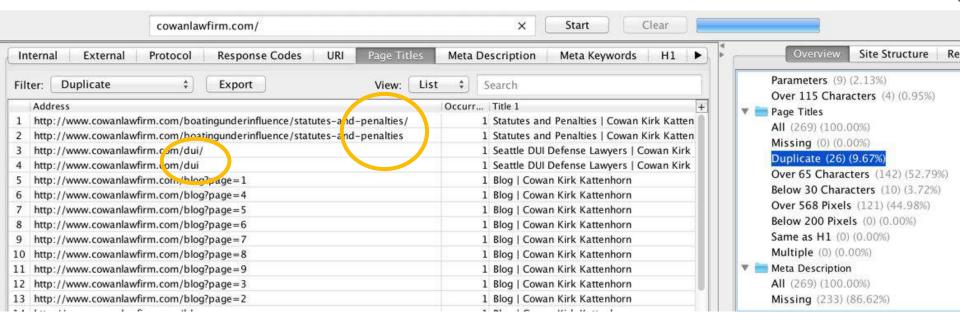
### 40. Does each lawyer have her own page?



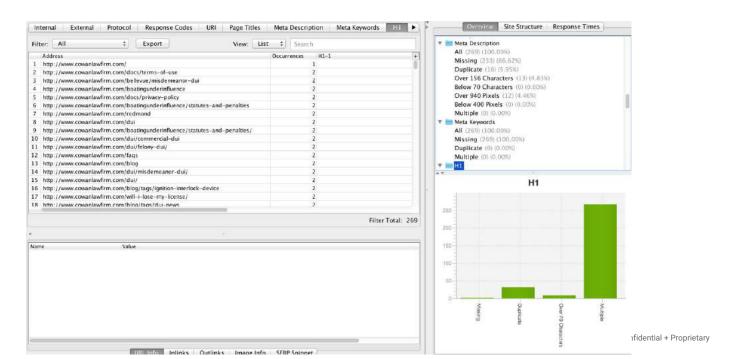
### 41. Do I have broken pages on my website?



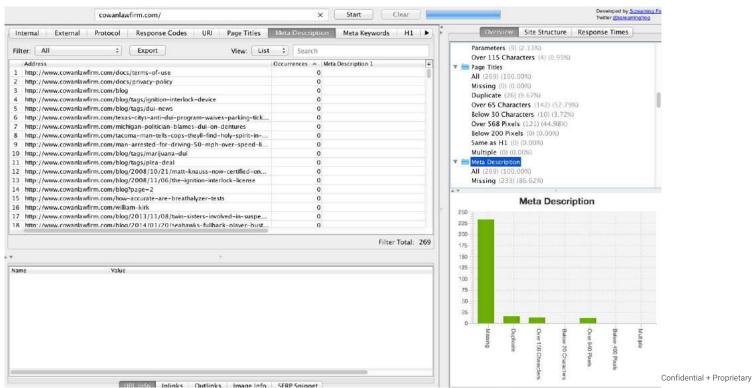
### 42. Does each page of content have one and only one URL?



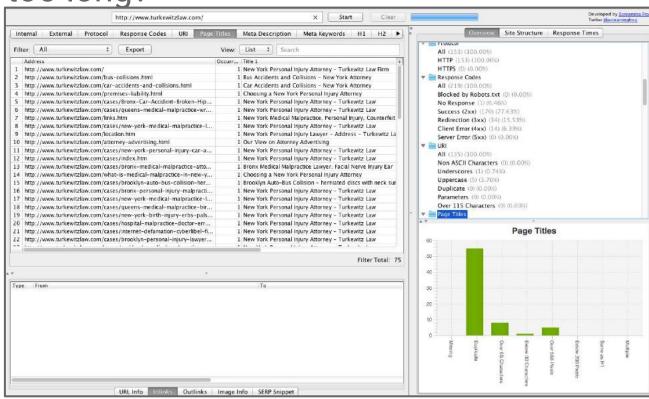
- 43. Does each page have one and only one Heading (H1)?
- 44. Is it unique and descriptive of the page?
- 45. Is it too long?



## 46.Does each page have a metadescription? 47.Is it duplicated? 48.Or too long?

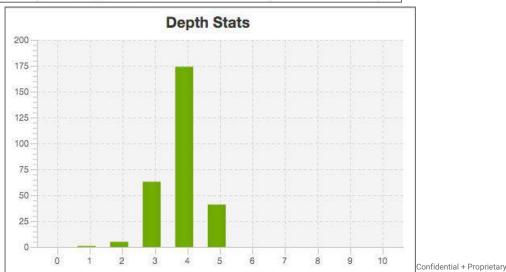


- 49. Does each page have one and only one Title Tag?
- 50. Is it unique and descriptive of the page?
- 51. Is it too long?



#### How far away from the homepage are most of your pages?





- 52.Is there a robots.txt file?
- 53. Does it have a sitemap?
- 54. Are there multiple sitemaps?
- 55. If you have video, is there a video sitemap?



#### 56. Does the sitemap open anything?



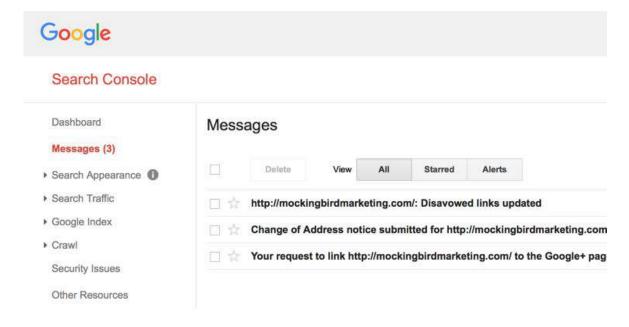
This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
v<urlset xmlns="http://www.sitemaps.org/schemas/sitemap/0.9">
 v<url>
   ▼<loc>
      http://www.cowanlawfirm.com/seafair-2016--what-you-need-to-know-to-avoid-a-bui
    <lastmod>2016-08-01</lastmod>
    <priority>1.0</priority>
   </url>
 V<url>
   ♥<loc>
      http://www.cowanlawfirm.com/mercer-island/field-sobriety-tests-on-the-water
    </loc>
    <lastmod>2015-11-05</lastmod>
    <priority>0.9</priority>
   </url>
 ▼<url>
   V<loc>
      http://www.cowanlawfirm.com/blog/2013/01/15/new-information-released-in-wakeboarding-death
    </loc>
    <lastmod>2014-03-13</lastmod>
    <priority>0.9</priority>
   </ur>>
 ▼<url>
   v<loc>
      http://www.cowanlawfirm.com/click-it-or-ticket-patrol-may-mean-more-dui-arrests
    </loc>
    <lastmod>2014-05-14</lastmod>
    <priority>0.9</priority>
   </url>
 ▼<url>
```

57. Are my foreign language pages handled correctly? 58. Are they on another domain?

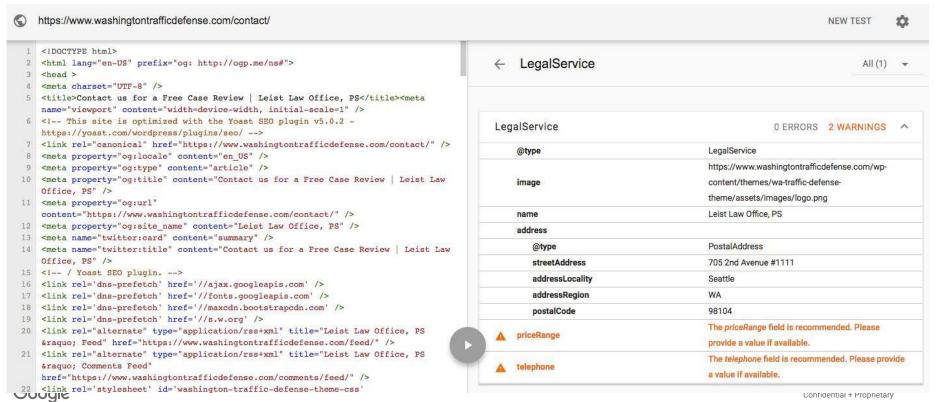
```
k rel="alternate" hreflang="en-US"
k rel="alternate" hreflang="es-ES"
```

#### 59.Is Google mad at my Technology?

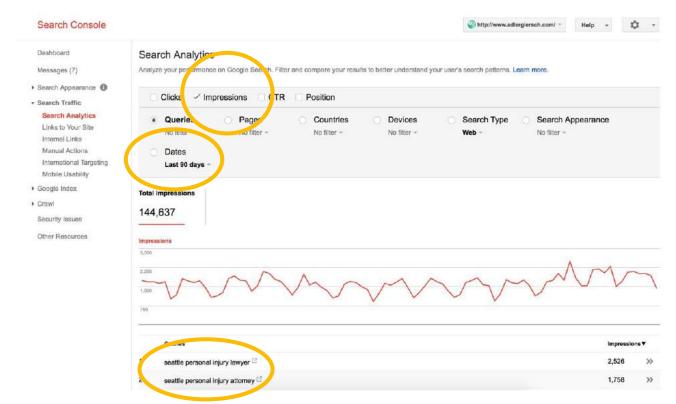


#### 60.Am I using structured data?

#### https://search.google.com/structured-data/testing-tool



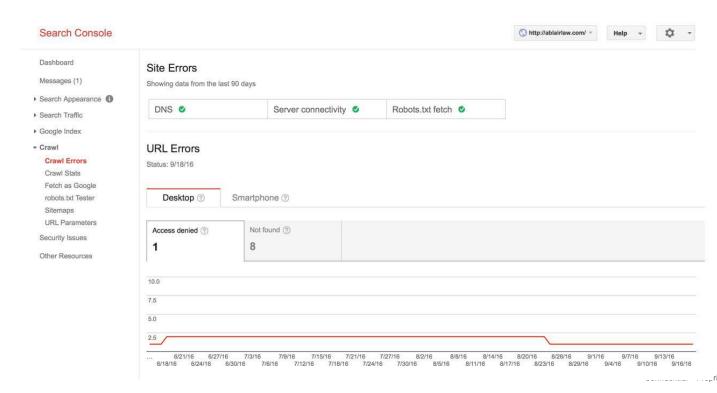
### 61.Is my presence in search results growing? 62.Is it for the terms I want?



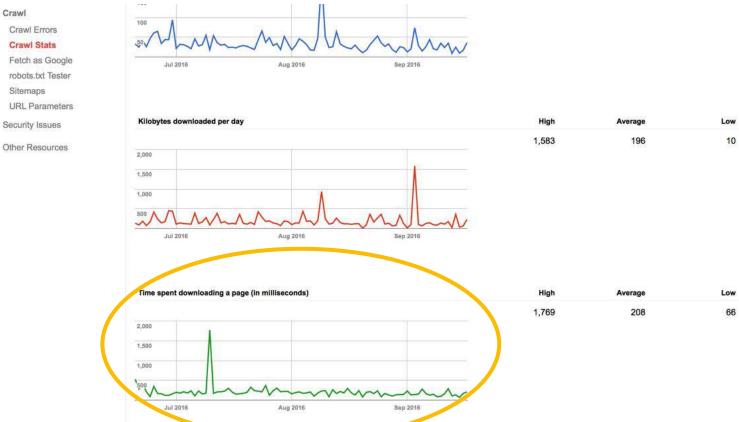
63. Can Google see all of my site?

Are there 64. DNS 65. Server connectivity or 66. robots

errors?



67. Has my site speed changed dramatically?

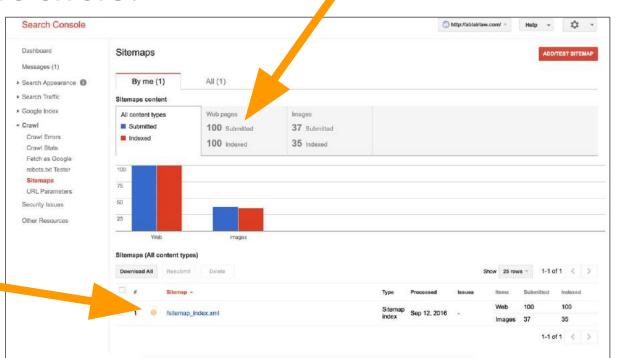


- Crawl

68. Have I submitted my sitemap to Google Search

Console?

69. Are there errors?



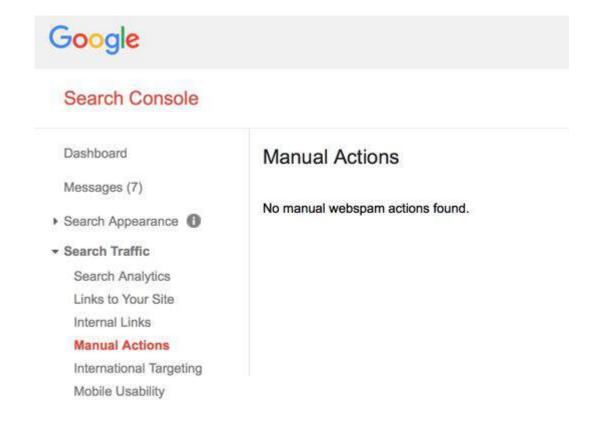
Bonus: % of pages indexed!

#### 70. Has my site been hacked (as far as Google knows)?

# Dashboard Messages (1) Search Appearance Search Appearance Search Traffic Google Index Crawl Crawl Security Issues Security Issues Security Issues Security Issues Currently, we haven't detected any security issues with your site's content. If you want to learn more about security issues and for hacked sites. However, if you see a malware warning in the browser when navigating to your site, it's likely that your site is referencing code Read up on cross-site malware and learn how to address it.

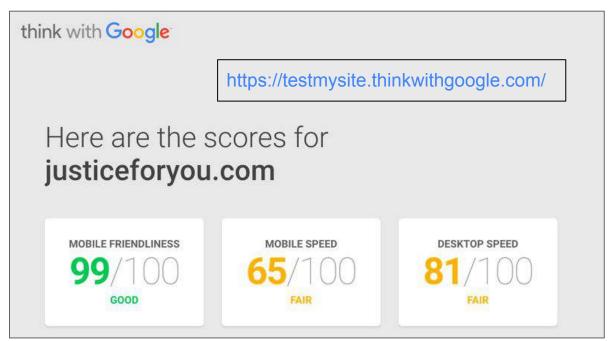
Other Resources

#### 71.Do I have a manual penalty?



#### 72 & 73. Is my site mobile optimized?

- a. Mobile Friendly Score?
- b. Mobile Speed Score?
- c.Desktop Speed Score?



74.Is there a persistent, functional phone number on

mobile?

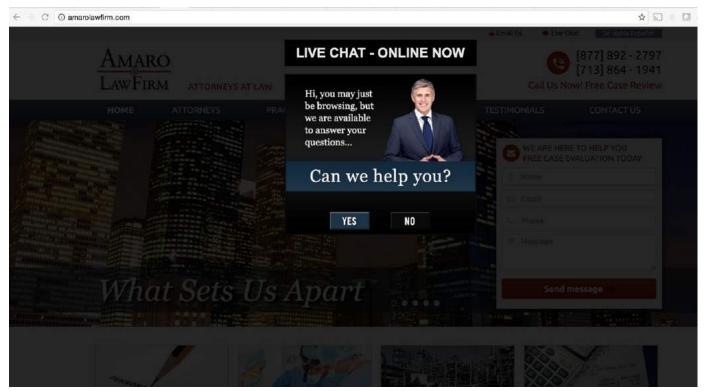


We have been consistently recognized in Washington and nationally for our skills helping our employee clients:

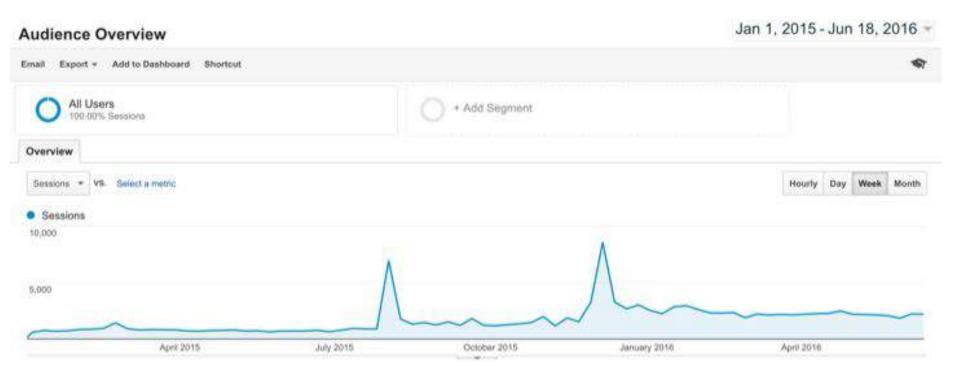
- · Super Lawyers
- National Employment Lawyers Association
- · Martindale Hubbel Rated
- Overall Employment Law Firm of the Year
- Lawyer Monthly Labor and Employment Law Firm of the Year, USA
- Global Mobility Employment

Tap To Call

## 75.Look at your mobile site for 30 seconds. Does chat OBNOXIOUSLY bogart your site?

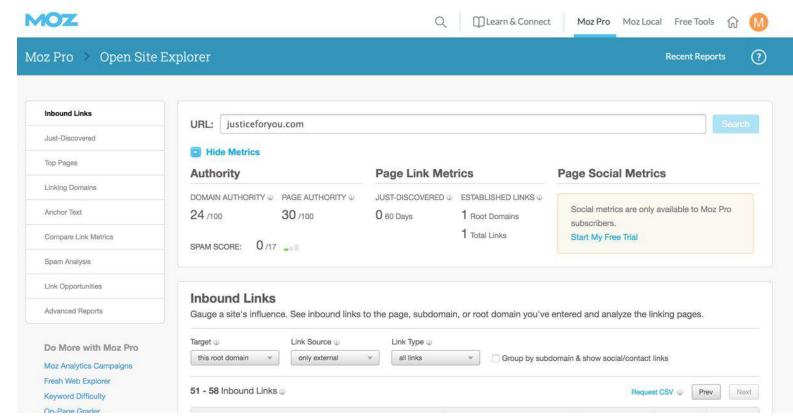


#### Extra Special Bonus Slide: Linkbuilding



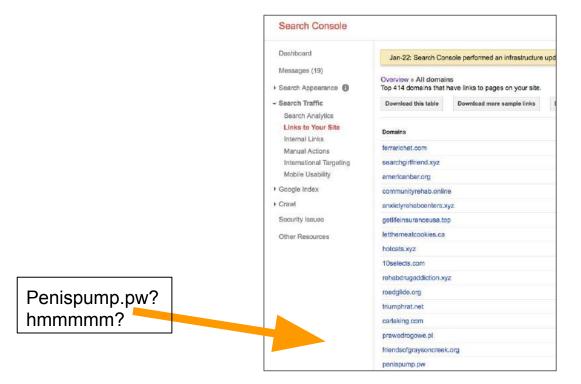
#### 76. How authoritative is my website?

Go to: opensiteexplorer.com



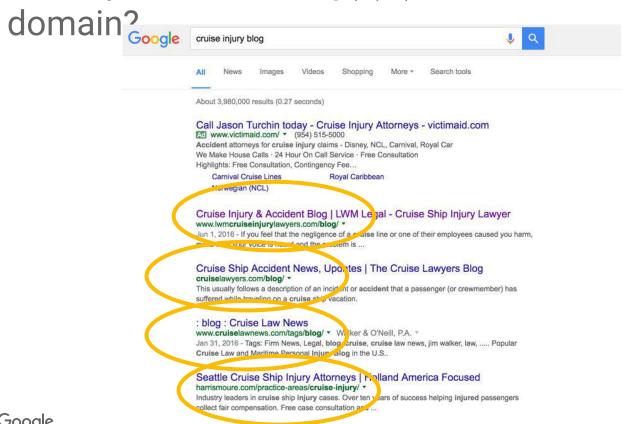
#### Organic

#### 77.Do I have spammy backlinks?



Google

78.Do you have a blog(s) (or other websites) on a different



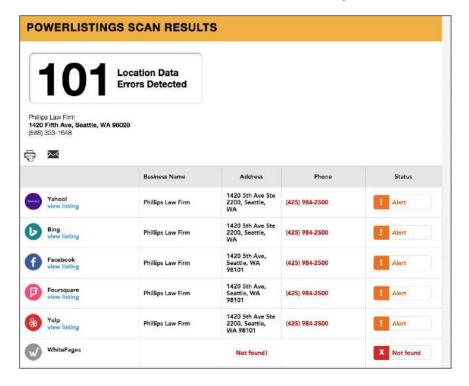
79. How much of your budget is spent on linkbuilding? 80. Is your firm integral to linkbuilding projects?



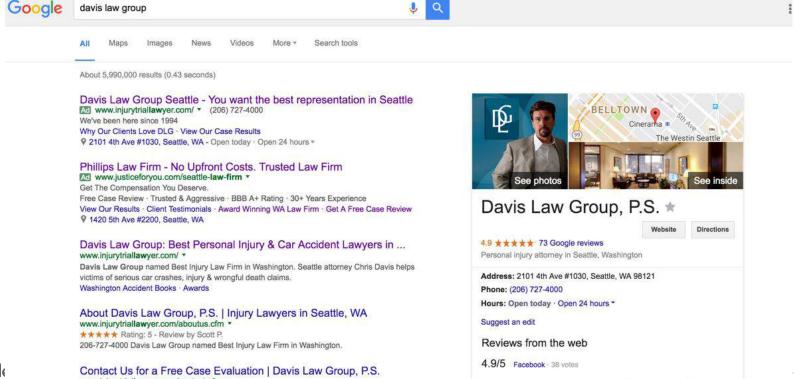
**Search: Local** 

81. How Many Locations/Names/Addresses (i.e. Citations)

(does Google think) I have?



#### 82.Do you show up in the Knowledge graph for your firm name?



Google

www.injurytriallawyer.com/contact.cfm \*

Proprietary

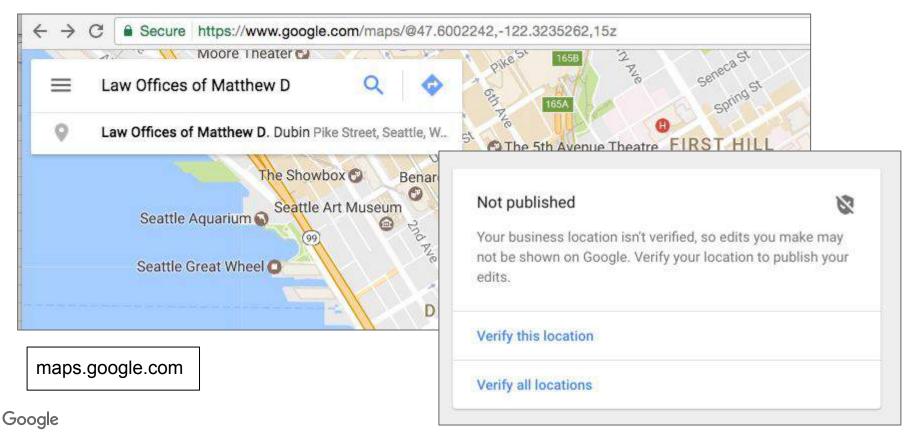
#### 83. How many Google Reviews?

(note - make sure there's an exact NAP match)



Organic

#### 84. Has your Google My Business location been verified?



#### 85. Is your Google My Business Listing NAP Accurate?

GS-1 · I	Law Offices of David A. S	hulman, P.L. · 401 E. Las Olas Blvd., Suite 1400, Fort Lauderdale, FL, US
···	Store code	GS-1
<u></u>	Business name	Law Offices of David A. Shulman, P.L.
ű	Address	401 E. Las Olas Blvd., Suite 1400, Fort Lauderdale, FL, US
٩	Phone numbers	(954) 990-0896 (Primary)
•	Website	http://davidshulmanlaw.com/

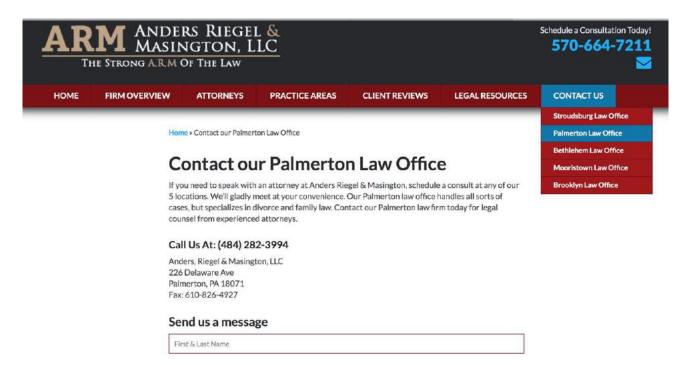
Organic

- 86. Do you have appropriate categories in Google My Business?
- 87. Is your (primary) category really your primary category?



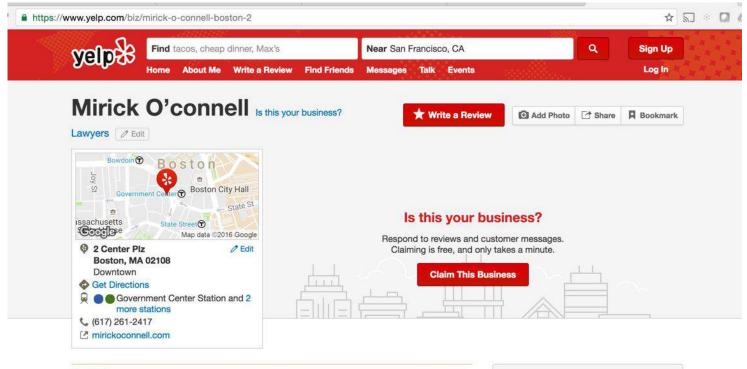
Organic

88.If you have multiple locations - does each *Google My Business* listing link to a unique page for each specific location?

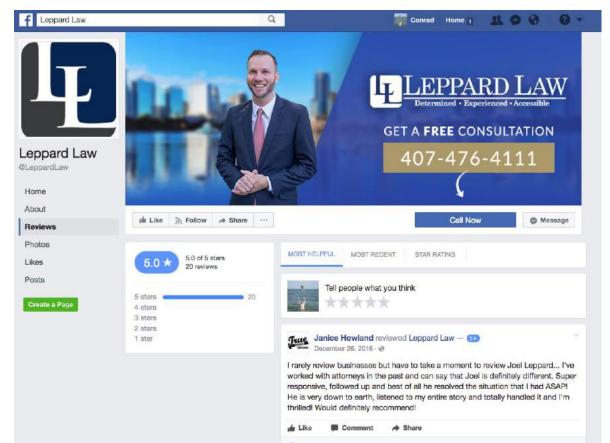


#### 89. How many reviews on Yelp?

(note - make sure there's an exact NAP match)

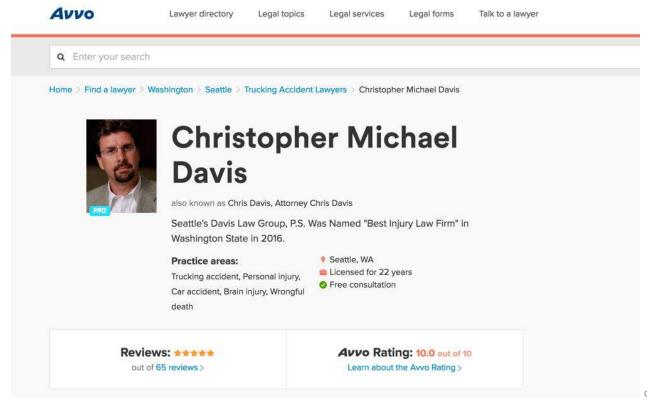


#### 90. How many FaceBook reviews?



#### 91. How many Avvo reviews?

(note - make sure there's an exact NAP match)



Google

Confidential + Proprietary

Organic

92.Do you have one **functional** phone number in the header?

93.Is it consistent with your NAP?



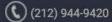
#### 94.Is your NAP in the footer? (and consistent)

#### Oltarsh & Associates

Immigration Attorneys in New York, our Lawyers have the experience to handle your Immigration case. 494 8th Avenue #174 New York, NY 10001, USA

#### **Contact Information**

Oltarsh & Associates, P.C. 494 8th Avenue #174 New York, NY 10001, USA



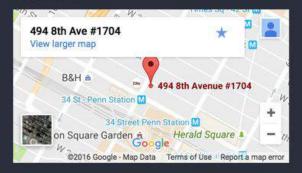








#### Location



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#### 95.Do you have a specific location page on your site with (accurate) NAP information?



114 East Eighth Street Cincinatti, OH 45202 513.241.4029

"We help people rebuild

Step Parent Adoption

their lives" info@cathycooklaw.com Our Firm Five Critical Questions Client Forms & Links Reports Client Comments Online Payments **Practice Areas:** Attorney Representation in Cincinnati, Ohio Since 1982 **Family Law Cincinnati Divorce Attorney** Divoce / Dissolution Child Custody The Law Offices of Cathy R. Cook Child Support 114 East Eighth Street Spousal Support Cincinnati, Ohio **Property Division** 45202-1103 Post-Divorce Issues Domestic Violence Phone: 513-241-4029 Paternity Fax: 513-723-8634 Prenuptial Agreements Receptionist available: Monday - Friday 8:30 AM - 5 PM Cohabitation Agreements Wills and Trusts cathy.cook@cathycooklaw.com Non-Traditional Family Law Relocations The law office of Cathy R. Cook represents clients throughout Grandparent Issues

Google

Southwestern Ohio, including those in Cincinnati, Hamilton County, Clermont County, and Warren County,

#### 96. Are you faking locations with virtual/fake offices?



#### So...Where to go from here?

Desired level of understanding	Desired level of involvement	
Low	Low	Hire an agency
High	Low	Hire an agency
High	High	Do it yourself (if you have the time!)
Low	High	Hire an agency

#### Last reminder: be creative!



# Thank You for Attending Legal Connect with Google!