Preference Center

Context

We currently do not have many information about our newsletter subscribers, since we only ask for their email address when they subscribe. We would like to collect both preferences for **audiobook listening occasions** and **genres**, since we would like to run both occasions and genres based campaigns (for example, Cook campaigns and Sci-Fi campaigns).

Goals

We would like to collect occasion and genre preferences in order to:

- Know more about our current and future subscribers
 - What genres do our subscribers love to listen to? What titles are likely create engagement in our lists? How is our list evolving?
- Create engagement
 - Subscribers usually love to give their opinion and feel "heard". Asking the new subscribers for their preferences at the subscription moment would be a great first step to start a 1to1 relationship with them.
- Identify niches of interests within our lists
 - We might discover niches of interest within our lists that we do not expect. We might
 also combine multiple genre interests into bigger interest niches and make our niche
 campaigns more relevant.
- Identify our future acquisition strategy
 - Depending on our findings, we might want to collect more subscribers interested in specific genres and adjust our acquisition strategy accordingly.
- Improve our newsletter results, by making them more relevant for our subscribers
 - Knowing our subscribers' preferences would allow us to create content that is more relevant and therefore have better campaign results.
- Provide a personalized experience to our subscribers.
 - In the future, and provided our newsletter tool allows for it, we might send personalized campaigns to subscribers based on their declared personal interests.

Scenarios

We foresee the following scenarios:

1. **New subscribers**: a new subscriber comes to our website and subscribes to our newsletter by providing their email address. This is enough for the subscription to be valid. However, we want to give new subscribers the ability to provide listening occasions and genre preferences when they are subscribing.

2. **Existing subscribers**: we want existing subscribers (or new subscribers who haven't submitted their preferences when subscribing, or users who have subscribed when creating their Volumes account) to add their preferences. We want to be able to email them a link to existing subscribers where they can add their preferences, but we also want them to go to the website and find by themselves the page where they can add their preferences.

Benchmark

Many other publishers have created a preference center. Our main benchmark is the one created by Audible: https://www.audible.com/ep/genre-newsletters-audiobooks-audible

Other examples:

Random House (http://www.randomhousebooks.com/email/?
ref=PRH3C67F8C1BFA8%20&cdi=947CF598DEDED7CFE0534FD66B0A376
2&template_id=14254&aid=randohouseinc36874-20)



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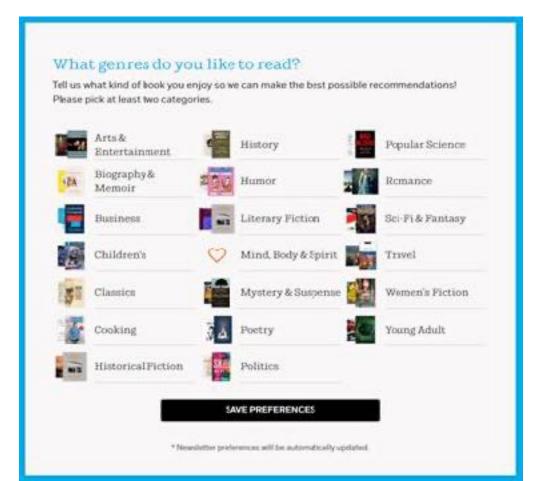
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PRH (pop-up)



Harper Collins (pop-up)

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Preferences

Occasions

I listen to audiobooks while I:

- 1. Craft
- 2. Cook
- 3. Commute
- 4. Travel for business
- 5. Am on a road trip
- 6. Do chores
- 7. Spend time with my children
- 8. Teach
- 9. Relax
- 10. Workout

Genres

My favorite genres are:

- 1. Fiction
 - a. Literary Fiction
 - b. Classics

- c. Historical Fiction
- d. Women's Fiction

2. Non-Fiction

- a. Politics
- b. Business
- c. Arts & Entertainment
- d. Popular Science
- e. History
- 3. Biography & Memoir
- 4. Fantasy and Science-Fiction
- 5. Romance
- 6. Mystery, Suspense, & Thriller
- 7. Self-Care & Wellness
- 8. Spirituality & Religion
- 9. Young Adult Fiction
- 10. Children's Fiction
- 11. Broadway on Audio
- 12. Humor

For Fiction and Non-Fiction, we would like users to be able to select the macro genre (Fiction and Non-Fiction) and/or one or more of the sub-genres (for example, Historical Fiction). Therefore, we imagined that an expandable menu would open so that users could select (or not) more detailed preferences.