

# Topic

APPS



# eMail Subject Line Pitfalls & Best Practices

#### Fustino Brothers, Inc.

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# Hello!

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# 

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## FBI APPS Housekeeping

#### No Audio? Use Phone Call: 701-801-1220 Enter: 679-256-129# Check Chat Window Messages Type in Chat Window Questions? Please Mute Mike Not Talking... Thank You!

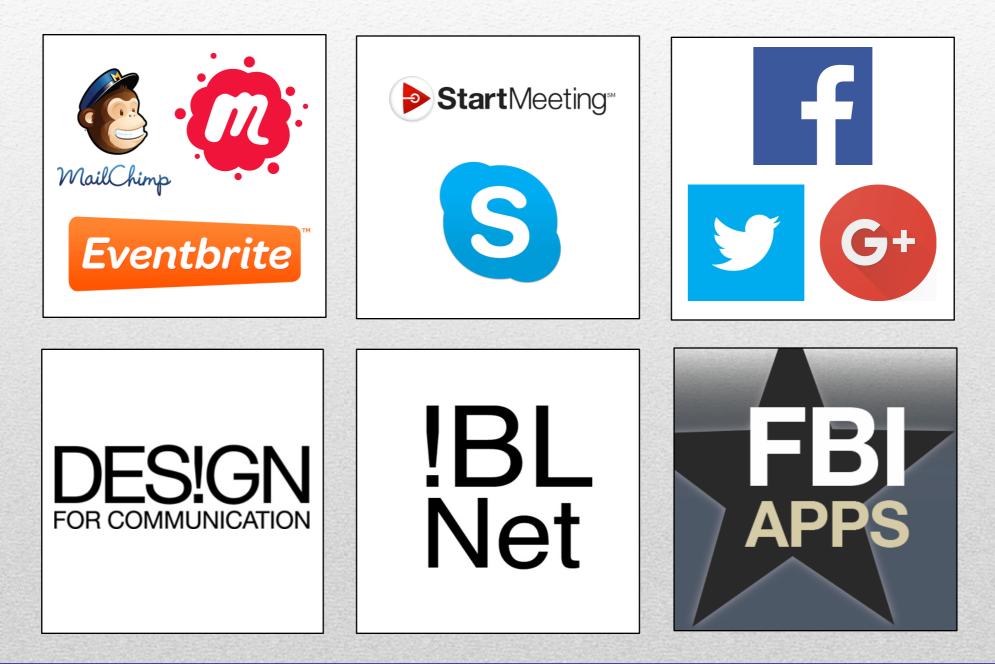
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## Welcome!



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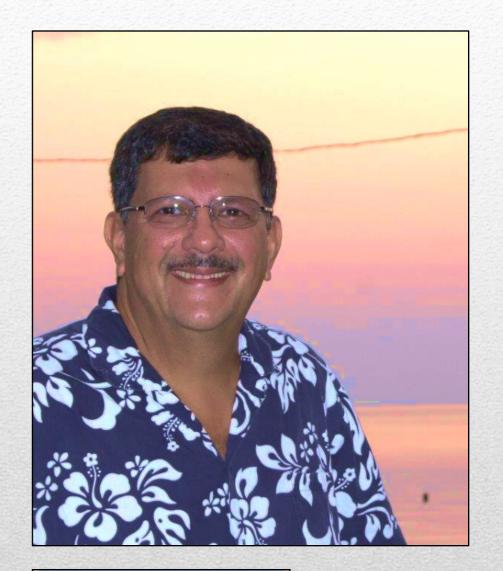
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# Russ – Programmer

- Former Microsoft Employee
- Windows Key Influencer
- Microsoft MVP

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- Published Several Windows and Windows Phone Apps
- INETA Lifetime Achievement
- Prominent in the Developer Industry
- Community Involvement
  - Mobile Application Developer User Group



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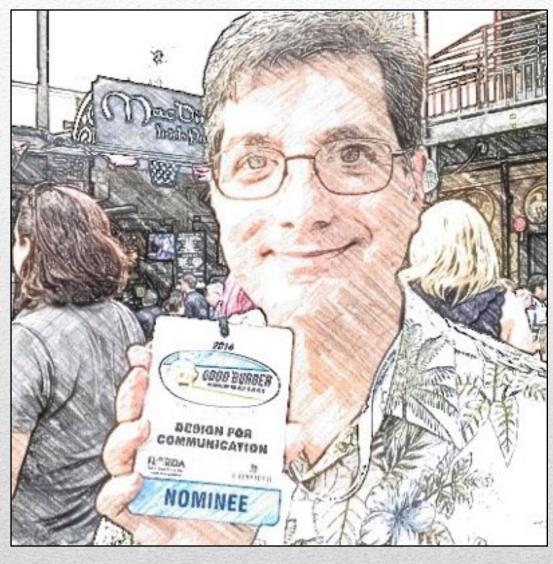


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#### FBI Gary – Web Designer

- Graphics Designer/Artist
- App Design and Development
  - Icons/Tiles/Look
  - Website/SEO Specialist
- Social Media for Business
- Monthly Social Media Webinars
- Community Involvement
  - Chamber Ambassador of Qtr
  - Good 'Burger Award Nominee
- Business Organizations
  - InBusinessLinks Network
  - Bluffs Business Association



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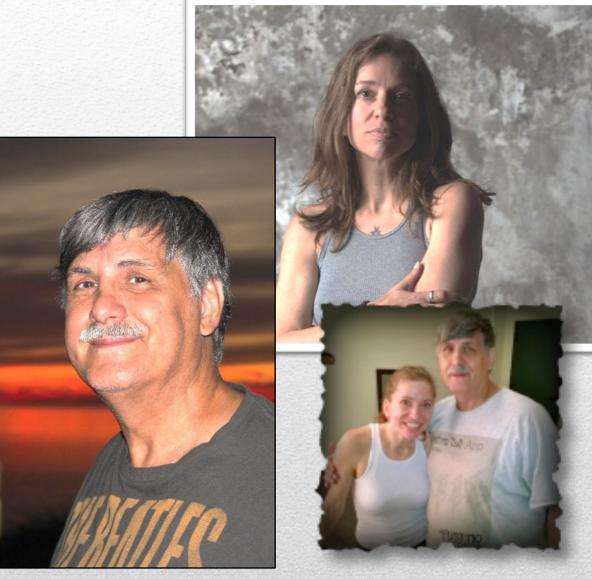


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# FBI Rich – Lifetime Musician FUSTINO APPS Rich – Lifetime Musician FUSTINO

- Composer of 475 Songs+
- Matt's Music Teacher 51 Yrs
  - Ani DiFranco, Started Her Career!
  - James Piorkowski, Buffalo Guitar Quartet
  - Maryalice Demler, Miss NY State 1990
- Audio Expert
- App Ideas App Music
- Community Involvement
  - Annual Week of Rock (10 Yrs!)
  - Charity Events
  - Local Rock Legend Events
    - Theater Show for Matt Music 50 Yrs
  - Save Hatti Music Event Raised \$12,000 in 2010





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# Now All About YOU! (Your 15 Seconds of Fame)



- Introduce Yourself / Your Business
- What's New or What's Exciting?
- Hot Projects Published Masterpieces
- Staff/Location Highlights

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#### FBI eMail Subject Line

Topic



# **Pitfalls & Best Practices**

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#### FBI eMail Subject Line

Clients Send/Receive an Average of 123 eMails a Day!

# The Best Change of Being Read in the Title

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#### FBI APPS Subject Line Pitfalls

Avoid a Personal Question in a Title: "Quick Question" "What Happened to You Yesterday"

These are Painful to the Recipient
Puts Them on the Spot

Result: Won't open email. Especially if they are already busy or stressed out.

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Skip the easy, natural, generalized greeting... They may sound nice in an elevator but usually a time waster or considered a "dupe" or "ploy" when used in a title.

*"Hi" or "Hello" Tend to reduce the open rate.* Your email may even go right into **Trash!** 



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# Other Painful Common Mistakes:

- Using a Uninteresting Title
- Giving to Much Away Save it for the body
- Too Long Keep it brief or brake it up
- Failing to Personalize
- Using all CAPS
- Keep from Fishing
  - Not Specific
  - No Hook



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# FBI Subject Line Best Practices FUST



- 3 Ways to Improve Your...

- 6. Personalized for Separate Accounts Their Name / Their Business
- 7. Use Punctuation in -!: ""?
- 8. "Missing Out" or Other Timely Tactics 12 Hours Only
- 9. Use Title Case Format This is Title Case

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# Subject Line Best Practices <

#### Snappy stay short and sweet

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Urgent

- A

**old** use strong, impactful statements

**Joking** make your readers laugh

**E**motional pull at their heartstrings

**Celebratory**announce something new and exciting

easing

und throw in some onomatopoeia

**nquisitive** 

**egative** turn a negative into a positive



Eccentric don't blend in, stand out!

S incere always be genuine

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# Examples

- TGIF: We Got You Covered

- Last Chance 20% Off
- Read Between the Lines
- New Arrivals- What's in Store for You
- We Can't Thank You Enough...
- Enjoy an Exclusive Discount

Source: Constant Contact

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#### FBI APPS Subject Lines Summary...

- Simple, No Nonsense / Snappy
- Funny / Joking / Celebratory / Teasing
- Controversial or Shocking / Urgent
- Use Single Words / To the Point
- Use Email Titles with Numbers
- Personalized / Type Their Name not Hi or Hello
- Use Punctuation / Loud / Eccentric / Title Case
- Missing Out / Timely Tactics / Negative to Positive

# And by all means don't ask a personal question!

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# FBI APPS Resources

- Website Magazine: Systems, Tactics... for eMail
- Fast Company & Inc. / S.Vozza: *"4 Data-Backed Strategies for Writing Email Subject Lines that Get Opened"*
- Internet: The WordStream Blog
- Internet: Constant Contact / Miranda Pauet



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russ@fustinobrothers.com gary@fustinobrothers.com rich@fustinobrothers.com



## Connect with FBI-Apps Today. Thank You!

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# Join-In Instructions

## By Computer

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- At Your Computer- If Available Use a Headset
- Enter This link:
- https://www.startmeeting.com/wall/679-256-129
- Click/Tap "Join"-
  - Complete your Name and eMail Address
  - Then "Submit"
  - The System will Guide from There
  - Click/Tap the Phone Icon

Test your speaker/mike. If headset doesn't work, or if connection is lost - try "Rejoin"

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Join-In Instructions

### By Phone

APPS

- Join-In using a land line / mobile phone
- Dial (530) 881-1212
- When prompted enter access code followed by the "pound" key.
- 679-256-129#
   (be sure to enter the "#" hashtag symbol)

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