

Targeting Converters in Display Advertising

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Agenda

- Background on Advertising
- Display Advertising
 - Futures Market
 - Spot Market --- Ad-exchange, Real-time bidder (RTB)
- User Targeting Problem in Display Advertising
 - Current practice, state-of-the-art
- Our approach
 - Using historic campaign data to target new campaigns
- Modeling Details
 - Factor Model
- Experiments



The two basic forms of advertising

- 1. Brand advertising
 - creates a distinct favorable image

2. Direct-marketing

Advertising that strives to solicit a "direct response":
 buy, subscribe, vote, donate, etc, <u>NOW Or</u>
 <u>SOON</u>



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Brand advertising



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Sometimes both Brand and Performance



Web Advertising

There are lots of ads on the web ... 100s of billions of advertising dollars spent online per year (e-marketer)

- Sponsored ("Paid") Search
 - Small text links in response to query to a search engine
- Display Advertising
 - Graphical, banner, rich media; appears in several contexts like when visiting a webpage, checking e-mails, facebook,....
 - Brand Awareness campaign
 - Performance campaign
 - More like direct marketing in offline world, target users for some favorable response in the near-term (buy, vote, etc)



Paid Search: Advertise Text Links

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Display Advertising: Examples

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Display Advertising: Examples

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Display Advertising: Examples

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Paid Search versus Display Advertising

Paid Search

- Context (Query) important to match
- Small text links
- Performance based
 Clicks, conversions
- Advertisers can cherrypick *instances*

Display

- Reaching desired audience main goal
- Graphical, banner,Rich media
 - Text, logos, videos,...
- Hybrid
 - Brand, performance
- Bulk buy
 - But things evolving
 - Ad exchanges, Real-time bidder (RTB)



Display Advertising Models

- Futures Market (Guaranteed Delivery)
 - Brand Awareness (e.g. Coke, MacDonald's,..)

- Spot Market (Non-guaranteed)
 - Marketers create campaigns targeted to user segments
 - Ad-exchanges have made this process efficient
 - Connects buyers and sellers in a stock-market style market



Guaranteed Delivery (Futures Market)

- Revenue Model: Cost per eyeball (CPM)
- Traditional Advertising Model:
 - Ads are bought in bulk targeted to users based on demographics and other behavioral features

GM ads in Y! autos shown to *"males above 55"* Mortgage ad shown to *"everybody on Y! Front page"*

Book a slot well in advance

- "2M impressions in Jan next year"
- Future impressions must be **guaranteed** by the ad network
- Prices are significantly higher than in Spot market
 - Publishers ensure higher quality inventory



Spot Market

- Different advertiser objectives
 - Brand awareness to target future sales: CPM
 - Performance based (auto, washing machine, pizza, donation,...)
 - Pay by conversion (favorable action on landing page) or/and click
 Advertisers



Advertising Eco-System

- Ad exchange (like a stock-market)
 - Winner decided through an auction process
 - Several intermediaries (ad-networks, pub-networks,...)
 - Still bulk buy, advertisers specify targets and a bid

- New technologies
 - Real-time bidder: change bid dynamically
 - Based on user cookie and other information passed by publishers to the broker
 - New intermediaries: sell user data (BlueKai,....)
 - Demand side platforms: single unified platform to buy inventories on multiple ad-exchanges



"Half the money I spend on advertising is wasted; the trouble is, I don't know which half." - John Wanamaker

PROBLEM: BETTER USER TARGETING



Our problem: User Targeting for Performance

- Given a campaign that is focused on conversions, how do we target the best users to maximize advertiser ROI and publisher revenue?
- Why conversions? Why not clicks?
 - Conversions better and direct measure of user intent to buy
 - Clicks subject to problems: Fraud, bounce
 - Advertiser measure performance via conversions
- One important aspect of conversions
 - Definition varies across campaigns
 - Buying, filling-up a survey, subscription, and so on.



Different kinds of user information





Behavioral User profile: Main focus in this work





Campaign information

Campaign metadata



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Typical targeting

- Based on campaign information, look at different user dimensions and create a few targeting segments
 - E.g. campaign to sell Halloween costumes in Austin
 - Targeting attributes:
 - Users 25-50 living around Austin who searched for Halloween
 - Subjective, depends on the marketer

Experimentation

- Run the campaign for a while, collect conversion data and build a model to target users in a better way
 - Conversion rates low, experiment is expensive
 - Advertisers often lose patience and shut-off poor performing campaigns



- We take a fundamentally different approach
- Lots of campaigns run everyday in ad-exchanges, can we leverage this data and perform better user targeting for future campaigns?
 - Such data can also be constructed by other intermediaries in the advertising eco-system
- Intuitively, this seems plausible
 - Create clusters of campaigns, figure out where a new campaign fits
- Statistically, this is a challenging task



Our Approach: Use past campaign performance









- y_{kj} kth targeted user on campaign j (convert/non-convert)
- X_{ki} user feature vector (high dimensional)
- Model: Logistic regression

$$y_{kj} \sim \text{Bernoulli}(p_{kj}); k \in \mathcal{U}_j$$

 $\log \frac{p_{kj}}{1-p_{kj}} = \mathbf{X}'_{k,j} \boldsymbol{\beta}_j$

- Difficulties
 - Sparseness & rareness of conversions
 - Hundreds of thousands of user features, few hundred to few thousand conversions per campaign



User Feature distributions: all features are binary (~100k)



Feature sparsity within campaign



Logistic regression ill-conditioned

- Need: Feature cones of converters and non-converters to overlap (Silvapulle, 1981)
- Difficult to achieve
 - Hundreds of thousands of features, most of them sparse
 - Few hundred to few thousand conversions
- Approach: Multi-level Hierarchical models
 - Assume the coefficients are drawn from some prior distribution

$$\beta_{ij} \sim N(\beta_{ij0}, \sigma^2)$$

PRIOR MEAN





ZEROMEAN: Usual L2 regularization

$$\beta_{ij0}=0$$

- State-of-the-art in Display Targeting
- Limitation: Does not work with little or no data (Cold Start)

• REG
$$\beta_{ij0} = \mathbf{g}_i \mathbf{z}_j = \sum_k g_{ik} z_{jk}$$

 $G = (\mathbf{g}_1, \mathbf{g}_2, \dots)$

- Too many parameters: e.g. 100k x 30 = 3M
 - Use L2 regularization on G

New Approach: FACTOR

- Factorize the incomplete feature-id x campaign matrix
- Idea borrowed from collaborative filtering
 - Factorize User x Item matrix
 - Here factorization one level up in the multi-hierarchy model

$$\beta_{ij0} = \boldsymbol{u}_{i}^{'} \boldsymbol{v}_{j}$$
$$\boldsymbol{u}_{i} \sim MVN(\boldsymbol{0}, a_{u})$$
$$\boldsymbol{v}_{j} \sim MVN(\boldsymbol{D}\boldsymbol{z}_{j}, a_{v})$$

- *r* = # factors (small, e.g. 4-5)
- **D**: (r + #campaign features) (small compared to REG)

Advantages of FACTOR

- Factorizing coefficient matrix reduces dimension
- Alternate parameterization of FACTOR

$$\beta_{ij0} = \mathbf{u}_{i}^{'} (\mathbf{D} z_{j} + \boldsymbol{\eta}_{j}^{r \times 1}) + \varepsilon_{ij}$$

$$= \mathbf{u}_{i}^{'} \mathbf{D} z_{j} + \mathbf{u}_{i}^{'} \boldsymbol{\eta}_{j}^{r \times 1} + \varepsilon_{ij}$$
Sharing parameters
Recall REG
$$\beta_{ij0} = \mathbf{g}_{i}^{'} z_{j} + \cdots + \varepsilon_{ij}$$



Other related approaches

- Seemingly Unrelated Regressions (SUR) [Zellner, 1962]
 - We deal with logistic + model covariance in residuals through campaign features and low-rank matrix structure
- Multi-tasking
 - Assumes complete feature-id x campaign matrix (not the case)
 - Does not incorporate campaign feature information
 - Usual approach assumes

$$\beta_{ij0} = \mathbf{u}_i \eta_j$$
 (Low Rank)

- low-rank + sparse (we assume low-rank + white-noise)
 - Provides robust estimates after adjusting for heterogeneity
- Relaxation important to adapt estimates with online data for new campaign, robustness is not the only issue here



Model Fitting

- \boldsymbol{Y} : Data
- Δ : Latent variables
- Θ : hyper-parameters

Model: $p(\boldsymbol{Y}|\boldsymbol{\Delta},\boldsymbol{\Theta})p(\boldsymbol{\Delta}|\boldsymbol{\Theta})$

Output needed: Mode: $max_{\Theta}p(\Theta|Y)$

$$p(\boldsymbol{\Delta}|\boldsymbol{Y}) \approx p(\boldsymbol{\Delta}|\boldsymbol{Y}, \hat{\boldsymbol{\Theta}})$$



$$\begin{split} log(p(\boldsymbol{\Theta}|\boldsymbol{Y})) &= log(p(\boldsymbol{\Theta}, \boldsymbol{\Delta}|\boldsymbol{Y})) - log(p(\boldsymbol{\Delta}|\boldsymbol{\Theta}, \boldsymbol{Y}))\\ log(p(\boldsymbol{\Theta}|\boldsymbol{Y})) &= E_{old}(log(p(\boldsymbol{\Theta}, \boldsymbol{\Delta}|\boldsymbol{Y}))) - E_{old}(log(p(\boldsymbol{\Delta}|\boldsymbol{\Theta}, \boldsymbol{Y})))\\ E_{old}: \text{ Expectation w.r.t. } p(\boldsymbol{\Delta}|\boldsymbol{\Theta}_{old}, \boldsymbol{Y}) \end{split}$$

Second term: Maximized at Θ_{old} Find new value of Θ that increases first term



Initialize Θ

Iterate E-step : $E_{old}(log(p(\Theta, \Delta | Y)))$ M-step : $argmax_{\Theta}E_{old}(log(p(\Theta, \Delta | Y)))$

Improving the log-likelihood in M-step is enough, no need to perform complete optimization (Generalized EM)



$$\Delta = \{\beta_{ij}\}_{\forall (i,j)}; \Theta = (\mathbf{G}, \sigma^2)$$

Posterior independence across campaigns in E-step $[\boldsymbol{\beta}_{.1},...,\boldsymbol{\beta}_{.j},...|\mathbf{Y}_{.1},...,\mathbf{Y}_{.j},...,\boldsymbol{\Theta}] = \prod_{j} [\boldsymbol{\beta}_{.j} | \mathbf{Y}_{.j},\boldsymbol{\Theta}]$

Posterior not in closed form $2\ln[\boldsymbol{\beta}_{.j} | \mathbf{Y}_{.j}, \boldsymbol{\Theta}] = 2\sum_{k} (y_{kj} \mathbf{X}_{k,j}^{'} \boldsymbol{\beta}_{.j} - l \exp(\mathbf{X}_{k,j}^{'} \boldsymbol{\beta}_{.j})) - \sum_{i} (\beta_{ij} - \mathbf{g}_{i}^{'} z_{j})^{2} / \sigma^{2} - C \log \sigma^{2}$

We can sample through Gibbs sampling, each conditional log-concave Adaptive Rejection Sampling (ARS) (Gilks and Wild, '92)

Adaptive Rejection Sampling (Gilks and Wild)

- Create upper (and lower bounds) to the density
- Perform rejection sampling, refine the envelope with each rejection (adaptive)





EM algorithm for REG

- E-step: Sample using MCMC, parallelize on Hadoop
 - Mapper: split data by campaign
 - Reducer: run MCMC for each campaign

$$-2E\log p(\mathbf{\Delta}, \mathbf{Y} | \mathbf{\Theta}) = \sum_{(i,j)} ((\hat{\beta}_{ij} - \mathbf{g}_i^{'} z_j)^2 + \tau_{ij}^2) / \sigma^2 + C\log \sigma^2$$

- M-step:
 - Estimate the g's per feature-id through regression
 - Variance estimate is closed-form

$$C\hat{\sigma}^{2} = \sum_{(i,j)} (\hat{\beta}_{ij} - \hat{\mathbf{g}}_{i}^{T} z_{j})^{2} + \tau_{ij}^{2}$$



EM for FACTOR

- Parameters $\Delta = (\{\beta_{ij}\}_{\forall (i,j)}, \{\mathbf{u}_i\}_{\forall i}, \{\mathbf{v}_j\}_{\forall j}); \Theta = (\mathbf{D}, \sigma^2, a_u, a_v)$
- Gibbs sampling for approximating posterior

 $[\{\beta_{ij}\}_{\forall(i,j)} | \{\mathbf{u}_i\}, \{\mathbf{v}_j\}, REST] \text{ ARS (parallelize)}$ $[\mathbf{u}_I | \{\mathbf{u}_i\}_{-I}, REST] = [\mathbf{u}_I | REST] \text{ (parallel)}$ $[\mathbf{v}_J | \{\mathbf{v}_j\}_{-J}, REST] = [\mathbf{v}_J | REST] \text{ (parallel)}$

- Not amenable to Hadoop
 - One map-reduce job per MCMC iteration, infeasible



Approximate EM for FACTOR

- E-step: Assume the factors to be fixed and sample the logistic coefficients using per campaign Gibbs sampler
- M-step: Fit the following model to obtain estimates of ({u_i },{v_j },D)

$$\hat{\boldsymbol{\beta}}_{ij} \sim N(\mathbf{u}_i^{'} \mathbf{v}_j, \sigma^2)$$
$$\mathbf{u}_i \sim MVN(\mathbf{0}, a_u^{I}); \mathbf{v}_j \sim MVN(\mathbf{D}\boldsymbol{z}_j, a_v^{I})$$

 σ² estimated as in REG with change in prior mean to u_i v_j



Experiments

Data example

- 115 conversion based campaigns from Y! RightMedia
- 90 used for training, rest for testing
- TEST: simulate performance during different stages of a campaign's lifetime
- Evaluation metric
 - AUC (Area under the ROC curve)
 - Pr(converter score > non-converter score)



ZEROMEAN performance



Comparing all methods



Variation across campaigns





- Using previous campaign data via FACTOR helps provide better performance at the beginning of the campaign itself, encouraging for advertiser ROI
- FACTOR adapts as more conversions *trickle in* and improves model performance for a campaign
- Fitting algorithm scales in a map-reduce framework



To Conclude

- Targeting users is at the heart of Display Advertising that involves ingesting user information from disparate sources
 – e-marketer estimates this to be an 80B industry growing at 17% p.a
- Current techniques are subjective and involves marketers inspecting few dimensions based on domain knowledge
- We showed using past conversion data can be a useful source to build effective targeting strategy for new campaigns, such data available to multiple entities in the advertising eco-system
- We achieved this through a new multi-tasking approach called FACTOR that handles sparsity, heterogeneity, and scales in a map-reduce framework

