Phriendly Phishing

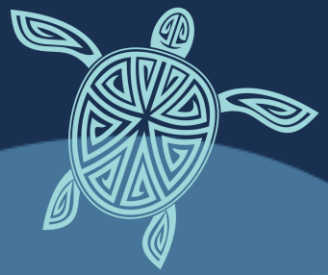
Webinar: Understanding Dashboards & Reporting

We will commence our webinar shortly.

Phriendly Phishing

We begin today by acknowledging the Traditional Custodians of the unceded lands on which we meet today, and pay our respects to Elders, past, present and emerging.

I extend that respect to any Aboriginal and Torres Strait Islander peoples here today, and I also recognise the unique role of Māori as Tangata Whenua and the treaty of Waitangi.



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Have a Question?
Use the Q&A feature during the webinar to ask your questions along the way!

Understanding Dashboards & Reporting

Host:

Suzanne Robson
Enterprise Customer Success Manager

Presenters:

Shannon Pinney
Senior Manager Customer Success

Rich Corke
Manager, Product & Technology

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Today's Agenda

- Driving better outcomes with data
- Overview of latest dashboards to understand key metrics
- Platform Demonstration
- Insights & Actions
- Data & Analytics Roadmap
- Q&A

Have a Question?
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Driving Better Outcomes with Data

Actionable Insights

- Using data to deliver actionable insights that will help you maximise your security awareness training program.

Continued investment

- We've invested in a complete overhaul of our data and analytics framework. We continue to invest significantly in this space.

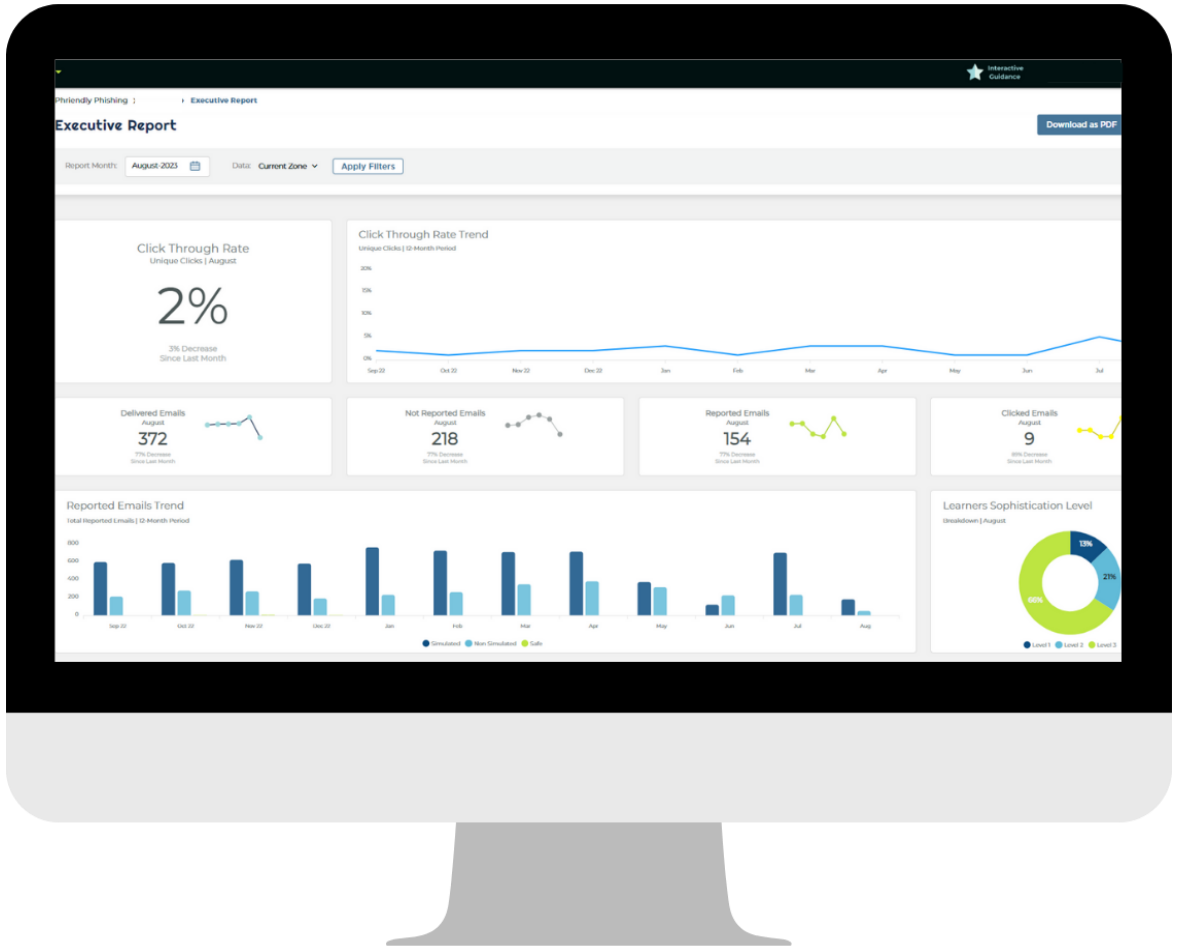
Dashboards

- Comprehensive snapshot of performance
- Updates in real time
- Easily download and share

Executive Report

The main benefit of this report is to understand your **learner behaviour** and insights that can help inform a tailored solution (training courses) based on the behaviours. This report shows activities that are sent by Phriendly Phishing.

- Does not include self-hosted training content results or other phish reporter methods.
- Data in this report includes only the **Campaign** and **Spear Phishing** simulations.
- Data does not include removed Learners.



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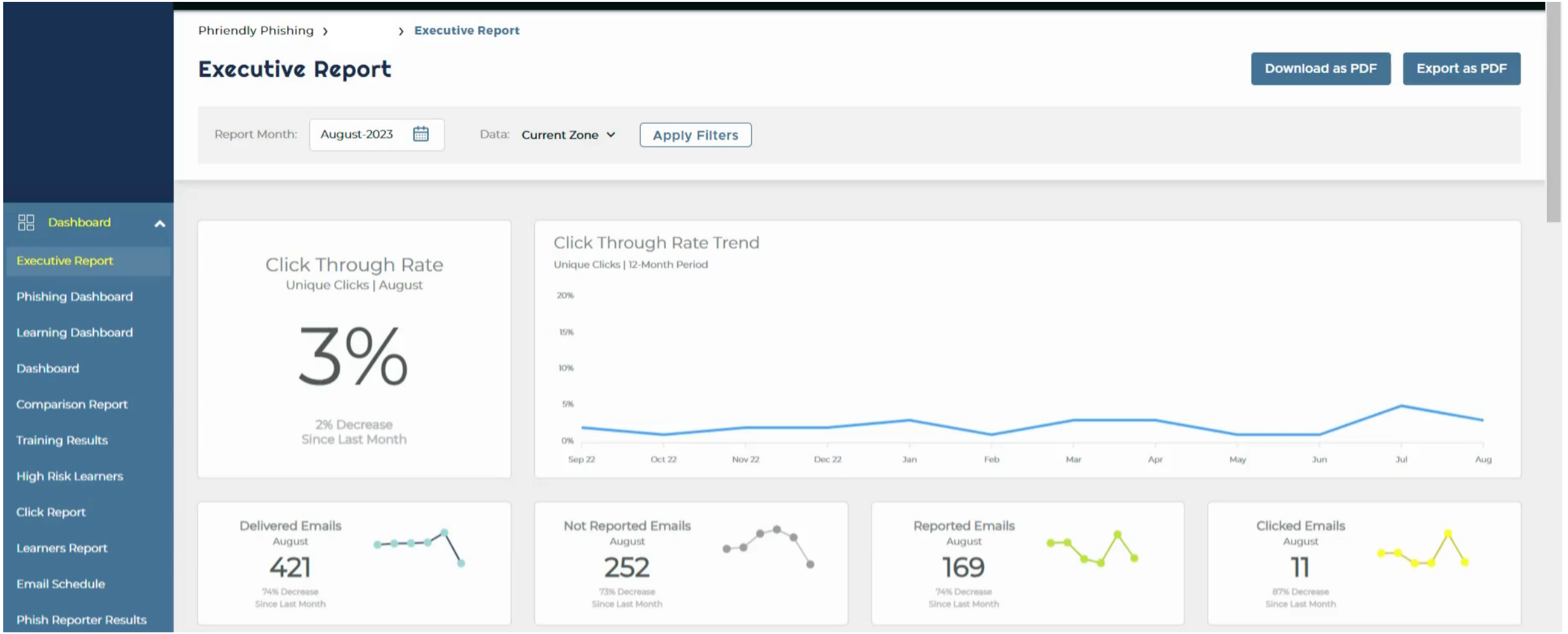
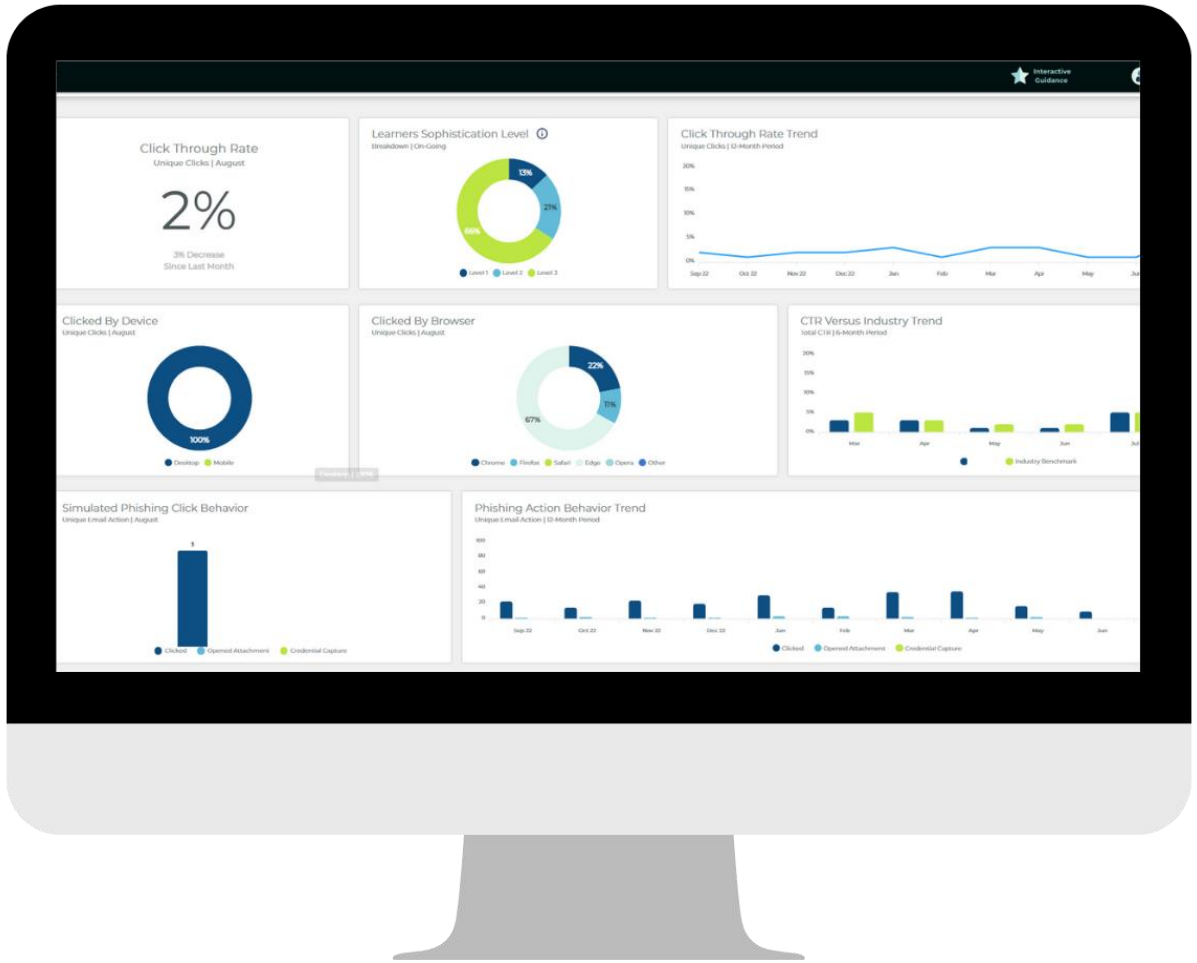


Phishing Dashboard

This report shows activities that are sent by Phriendly Phishing. It does not include self-hosted training content results or other phish reporter methods.

- Data does not include removed Learners nor removed blocks.
- Data is calculated based on the number of Unique Clicks on delivered emails for the filtered month.
- Data can be filtered by baseline, campaign, spear phishing, and learner segments



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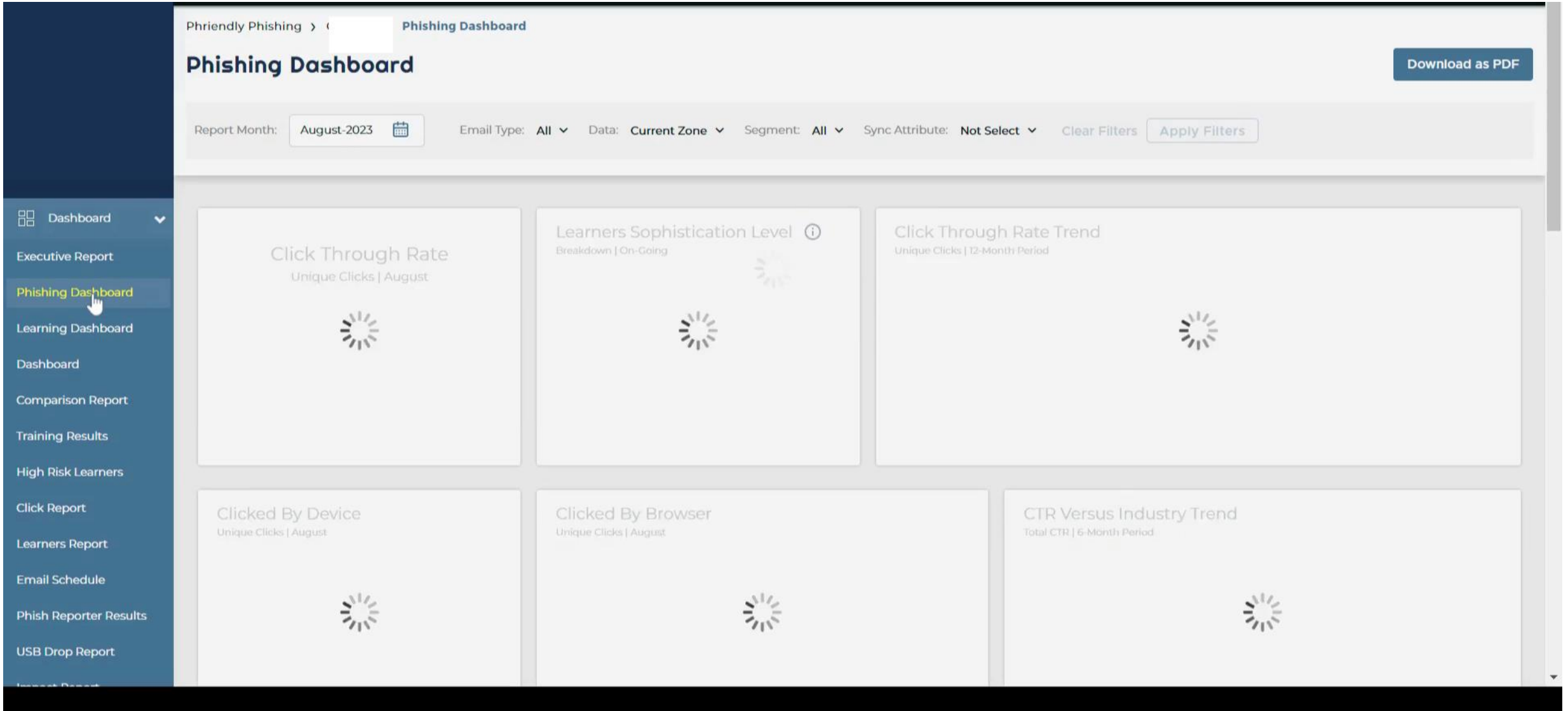

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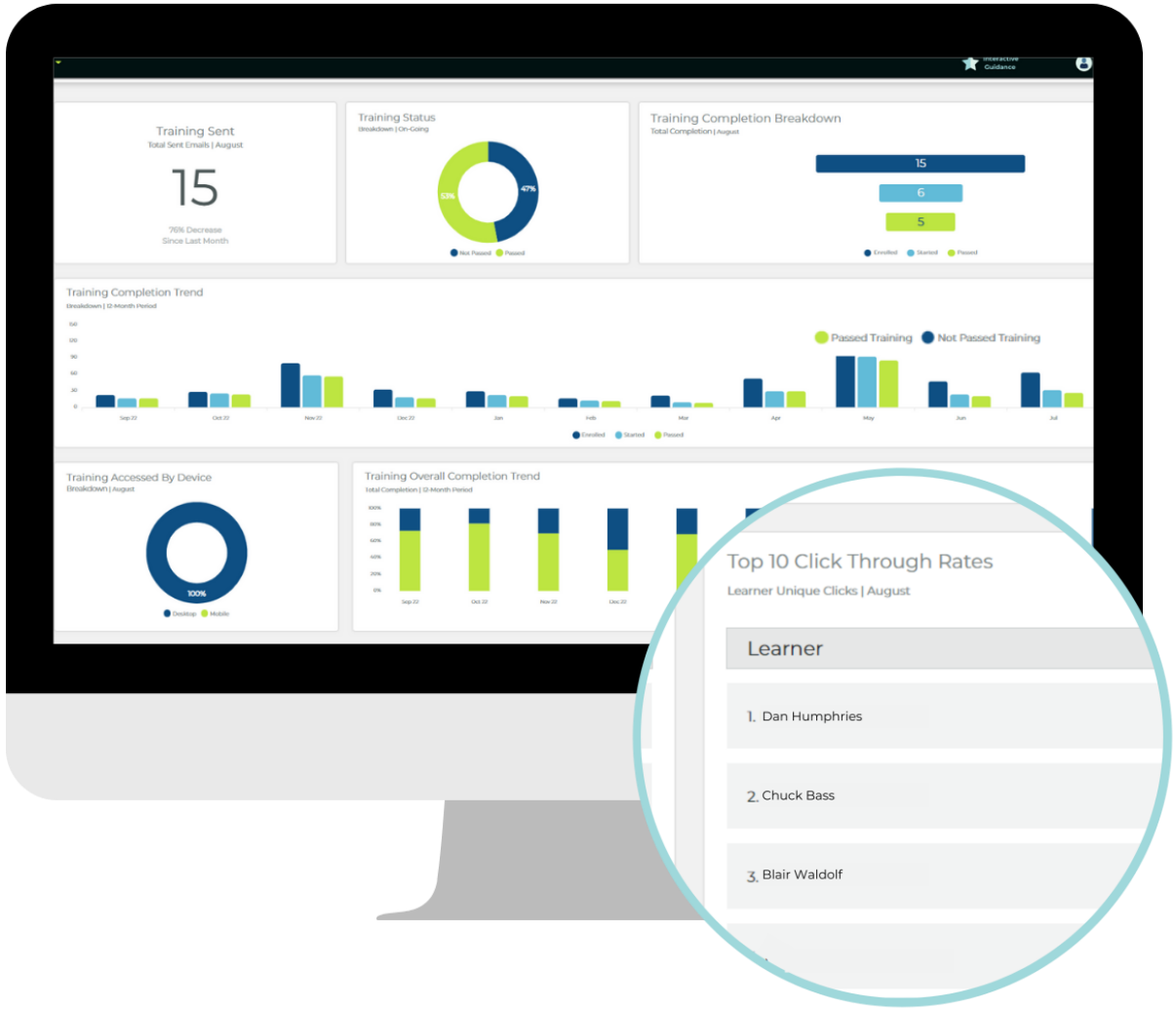
Learning Dashboard

This report shows activities that are sent by Phriendly Phishing. It does not include self-hosted training content results or other phish reporter methods.

- Ongoing Training status
- Training completion breakdown
- Monthly Trend
- Training completion Trend



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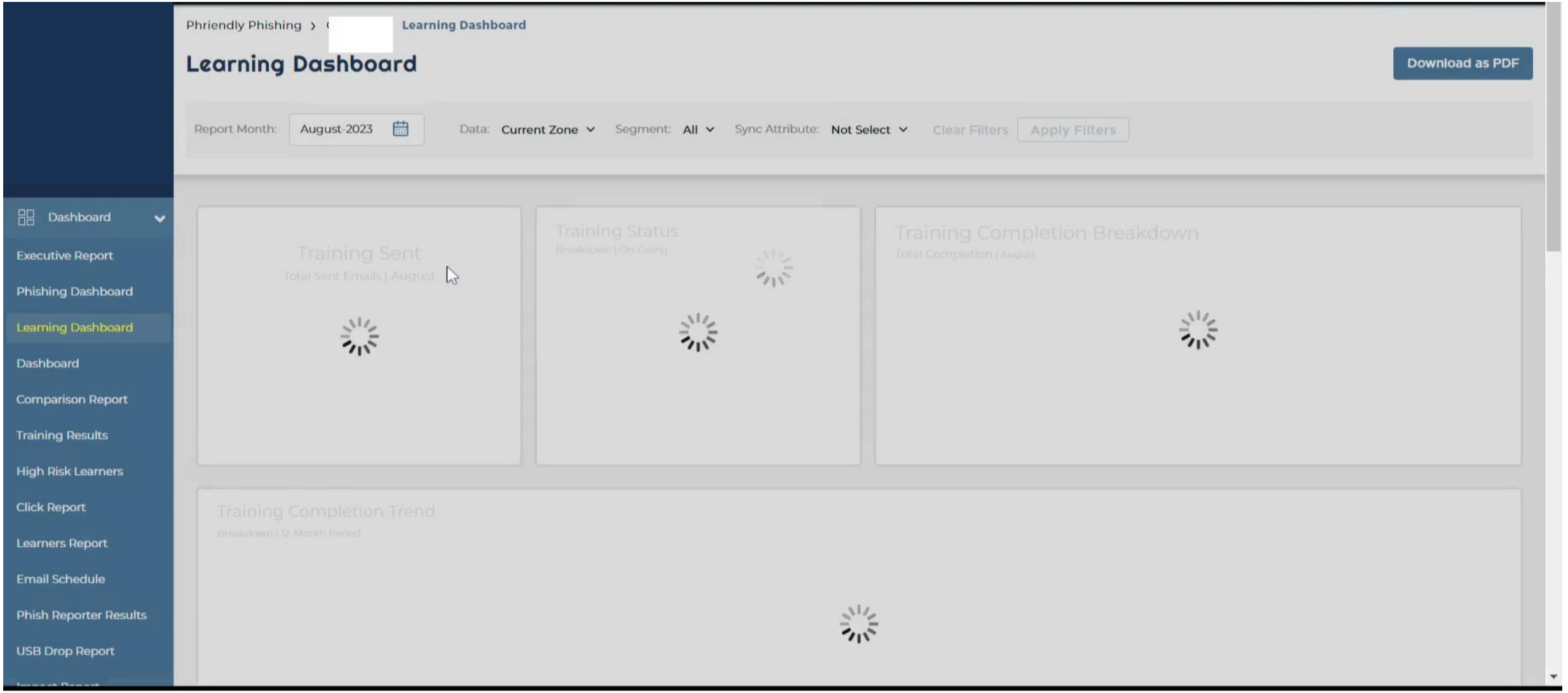

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Questions?

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Learnings & Action Plan

WHAT IS THE REPORTING TELLING YOU?

WHAT ACTIONS CAN YOU TAKE?

A HIGH CLICK THROUGH RATE	A LOW CLICK THROUGH RATE	HIGH TRAINING COMPLETION	LOW TRAINING COMPLETION
Learners require Training	Learner Sophistication & auto increase sophistication settings	Review your Cyber Awareness training program	Ensure IP and domain whitelisting
Ensure IP and Domain whitelisting	Increase difficulty through custom templates	Increase Training – relevant and targeted	Customise Training Templates
Company wide communication	Enable branded and logo email templates	Increase Phishing Training – relevant and targeted	Drive Awareness through communications
	Schedule targeted campaigns		Review training course frequency and relevance

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Data & Analytics Roadmap

WHAT WE HAVE DONE...	WHAT WE ARE CURRENTLY DOING	WHAT WE PLAN TO DO IN FUTURE
✓ Executive Report	Schedule reports to be emailed	Dashboard Drill Downs
✓ Learner Dashboard	Data available through APIs	Summary sections on existing reports
✓ Phishing Dashboard	Line Manager Reporting	Learner Risk Score (Machine Learning)
	Phish Reporter Dashboard	Learner Survey Dashboard

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What else is coming up?

- Phish Focus – contact your CSM for a 30 free trial!
- Phish Clear will go live this month!
- Introducing Phlipper - Flip a threat into a learning
  Turn the tables on malicious emails. Flip them into a simulation and instantly add to your learning campaign
- Learning Journey
- Cyber Security Awareness Month – October
  Keep an eye out for September's newsletter with all the great content.

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Questions?

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