

Inbox Analysis

<https://campus.barracuda.com/doc/77400158/>

Security Awareness Training captures many interactions received from users as a result of an email campaign, including the messages returned to the platform such as bounce notifications, out of office messages, and direct replies.

Note that when customizing the button, you must specify your organization's Security Awareness Training email address (phishline_<Instance_Name>@phishline-incident-response.com) in the **Send To** fields. Refer to the customization instructions for your type of reporting button within [Button Plugin Config](#).

To work with Inbox Analysis:

1. Navigate to **Results > Inbox Analysis**.
2. In the left panel, select appropriate filters, for example a Campaign Name or Message Type: Bounce Notice, FW: Incident Response, Out of Office, or Reply.

Note that by default, the **Send After** filter in the left panel is set to display activity less than 30 days old. To view older results, adjust this filter to an earlier date. Removing this filter does not affect the 30-day search results.
3. View the **Charts** tab to see information about the type of message, as described in the sections below.
4. View the **Detail** tab for an overview of the results and ideas for report customization.

Bounce

If an email bounces, perhaps due to a misspelled email address or deactivated account, Security Awareness Training captures the bounce notice, including all message headers and other metadata.

FW: Incident Response

When a user reports an email as questionable, that interaction is captured and saved. This shows that the user is paying attention and has recognized questionable email.

Out of Office

Security Awareness Training receives and saves externally facing Out of Office email messages sent in response to an email campaign. These messages can contain sensitive information that should not be sent to just anyone. In addition, cyber criminals may use this information to hone future attacks.

Charts

Detail

Custom: Report

Default

Displaying 1 of 1

Action	Message Type	Message Time Stamp ↑	Email Address	Message Body Overview
	Out of Office	2017-10-24 17:05	demo@phishline.com	<div><div>[Part]: 1</div><div>[Mime Type]: text/html</div><div>[Body]:</div><div>Thank you for your message however I am currently out of the office on a European sabbatical and will not be returning until December 13th. Please contact the following people in my absence:For password resets please call the Helpdesk at 1.800.123.4567For assistance with Project Alpha please contact Karen Smith at ksmith@abccompany.comFor all other inquiries please contact my manager at 123.456.7890Thanks!</div></div>

The following are representative phrases included in the Inbox Analysis process to help classify incoming Out of Office emails with greater accuracy.

- Swedish, Norwegian, and Danish – Autosvar; Automatisk svar
- Finnish – Automaattinen vastaus or Automaattivastaus
- French – Réponse Automatique
- Dutch – Automatisch Antwoord
- German – Automatische Antwort
- Portuguese – Resposta automática
- Catalanian – Resposta automàtica
- Spanish – Respuesta automática
- Polish – Automatyczna odpowiedź
- Turkish – Otomatik yanıt
- Italian – Risposta automatica

Reply

Security Awareness Training receives and saves reply messages sent in response to the email campaign. In addition to the message body, metadata about the email is also saved. The user has shown that their email is valid and they have taken the bait, engaging in conversation.

Creating Custom Reports

For details, refer to [How to Create Custom Reports](#).

Exporting Data

Anything in the Results tables can be exported as a PDF or CSV file. For details, refer to [How to Export Data](#).

Figures

1. ooto.png

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