

Stay Ahead of Cyber Risks - Q&A Summary

Here's what you asked ...



Q. Is there any news on upcoming developments to MetaEngage?

A: The new version of MetaEngage is currently going through a phased roll out with a group of customers to evaluate its performance, before being rolled out to a larger group of customers*. We expect to make more detailed announcements within the next three weeks.

Q. Are there any news on the possibility to read a pdf policy in the Teams app directly?

A: Yes, there is. As part of our upcoming accessibility updates, we have implemented Adobe PDF Viewer on the platform. This feature is currently in beta testing and will allow you to read PDF documents directly within the Teams app. Full communication will be provided once it is live for all customers.

Q. MetaFlows: custom rules were mentioned for new users joining the platform. Could these be used to create a default suite of courses for new colleague onboarding?

A: MetaFlows was created for use cases like this. You can set up onboarding campaigns for new users, and MetaFlows will automatically enrol them in the specified suite of courses. Users can also be targeted as specific groups for specific needs.

Q. Have you considered creating a user manual for admins to easily understand the system (vs. searching the knowledge base)?

A: Yes, this is currently something we are working on - once it is "Just right" we will be sure to keep you in the loop.

Q: Was the automated response example triggered by a phishing simulation click or an actual phishing email click?

A: This was from a phishing simulation campaign click. MetaFlows allows you to set up responses such as enrolling users in a specific course or notifying a supervisor if a user clicks on multiple phishing simulations. While we can't track actual phishing email clicks, users can report them using our phishing report button.

Q: What does the AI acronym LLM stand for?

A: It means "Large Language Model". The 'Predicting the Next Word: How AI LLMs Work' nano will cover how Large Language Models are used by AI systems to generate complex answers that traditional software struggles with.

Q: When will the Teams app landing page have a dropdown menu for language preferences and notifications available in all languages?

A: We had to delay adding language options to the landing page due to an issue. We're working on it now and also on sending notifications in users' preferred languages. We'll update you when it's ready.

Q. Is there a way to make policies available in campaigns without reuploading a different version?

A: This option is currently not available. To apply the 'Manage in Campaign' setting, content needs to be in Create State. Therefore for existing published policies, a new version would need to be created to allow it to be set as a 'Manage in Campaign' policy.

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Here's what you asked, continued ...



Q: Is it possible to extract non-compliant users across multiple courses in reporting instead of doing it individually for each course?

A: We're working on making reporting more user-friendly and gathering requirements for improvements. This specific request hasn't been added yet, but we'll look into it and discuss it with the team. We'll update you once we have a definite answer.

Q: Are there plans for any healthcare focused training?

A: Yes, for our Q3 content release, we are developing healthcare-focused, role-based training. We are currently working with customers in the healthcare industry to design the programme. If you are interested in participating in our beta testing, please reach out to us directly.

Q: Can email notifications distinguish between mandatory and optional training content?

A: Currently, email notifications for mandatory and optional training are the same. We can look into separating them and would love to hear more feedback on your requirements.

Q: Can pdfs be displayed in the teams app?

A: Yes, within the next two weeks we will release an update with Adobe PDF Viewer, allowing PDFs to be viewed directly in the Teams app.

Q: Is there any news on the SMS phishing simulations?

A: We are looking into the option of sending out SMS phishing simulations. It's a feature that has been requested multiple times. However, finding a vendor to provide this service has been challenging. We are still working on it but haven't found a solution yet.

Q: Is the QR code phishing simulations now also configured for use in Gmail or still just fully configured for the use in Outlook?

A: We released this as an MVP for Outlook only and are not actively working on a solution for Gmail but we have been gathering the customer feedback to gauge the priority on a solution for Gmail. Please reach out to your customer success manager to get added to the list of customers requesting this feature.

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Thank you to everyone who attended our webinar, 03/07/2024. Your participation and engagement was greatly appreciated. If you have any more questions, please feel free to reach out to Mairead directly at mcosgrave@metacompliance.com, and I will ensure you get a response from myself or the team.

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