Q. Are there any plans to allow selecting multiple learning experiences when choosing more than one email template?

A: The ability to select multiple learning experiences when choosing more than one email template is currently in the early stages of development and is being considered for inclusion in future updates to the roadmap.

Q. Is there a template filter that allows filtering by "Template with Form"? Currently, I have to check each template individually to see if it is possible to attach form data.

A: The inclusion of a filter that allows for the selection of templates with forms is currently in the early stages of development and is being considered for inclusion in future updates to the roadmap.

Q. With the archive notes, where are they visible afterwards? Can administrators view them?

A: Archive notes are currently not visible on the frontend. Administrators do not have the ability to view them at this time.

Q. Are the QR code phishing simulations still only fully configured for use in Outlook, or do they now work for Gmail as well?

A: Currently, QR code phishing simulations are only fully configured for use in Outlook. The product team is currently researching the option for extending QR code functionality to Gmail.

Q: For the Phish Templates, can we have a "most used" feature to see what other customers are using? I know there's "Newest" and "Alphabetical", but a "Top 10" option would be great.

A: This suggestion has been forwarded to our Product Team for future consideration.

Q: Is there a way to view and respond to emails that may have already been responded to?

A: No, it is not currently possible to view and respond to emails that have already been responded to.

Q: Is there a way to view a list of images you have uploaded to the server along with their respective URLs?

A: No, currently, you will need to go into each email template individually to view the images and their respective URLs.

Q. Can different nanos/interactions be sent based on how people fail the phish, such as clicking the link and reporting it versus clicking the link but not reporting it?

A: Our upcoming Meta Flows feature, which will be released in the coming months, is designed to address the requirements of some of these specifics.

Q: How often do new templates get added on ?

A: New templates are added on a bi-weekly to monthly basis.

Q: Will more nano videos be added for AI or will there be a power user session for this topic?

A: We currently do not have an AI power user session scheduled. However, more nano videos for AI are included in our roadmap, with updates planned over the next few months and quarters. For more details, please refer to the attached roadmap.

Q: We have noticed that staff often click on the phish but then panic and close it, missing the learning experience. Could an email be sent to them afterwards to inform them about the learning experience they need to complete?

A: We currently have a feature called Phish Remediation, which allows users to receive an email for additional training if they have clicked on a phishing email. Additionally, a Power User session on this feature is coming up soon and you can register for it HERE.

Q: Do you have phish campaigns that automatically send monthly emails that get progressively harder each month?

A: The feature for adjusting difficulty levels is in the early stages of development and is being considered for future updates to the roadmap. For automatically sending these emails, our upcoming Meta Flows feature may be suitable for this purpose.

Q: Does viewing an email in the Outlook Preview Pane count as "opened" in the reporting?

A: No, viewing an email in the Outlook Preview Pane does not count as "opened" in the reporting. To learn more about how an 'Open' audit for a simulated phish is recorded, check out our article HERE.

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> *Thank you to everyone who attended our webinar on 17/07/2024. Your participation and engagement were greatly appreciated. For those who couldn't attend, please reach out if there is anything in particular you feel would be beneficial.*
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> *Also, keep an eye out for our upcoming events, which will be held until the end of August. You can register for these events HERE.*
>
> **Laura Wade – Head Of Customer Experience**
>
> *Make it personal.* 99

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