KnowBe4

Customer Story

"Happy with PhishER"

TR Score 10 of 10

👥 Why Ricky Needed PhishER

"Everyday we are getting phishing, spam, and clean emails reported via the KnowBe4 Phish Alert Button. Auto resolving spam and clean emails help us prioritize and streamline our response to valid phishing emails."

💡 How Ricky Uses PhishER

"We use PhishRIP, PhishFlip, and PhishER Blocklist. These tools help us keep everything in one place. PhishRIP pulls threats that were reported by users via the Phish Alert Button from other mailboxes to keep these from getting clicked on. PhishFlip helps us use real phishing emails as phishing tests. PhishER Blocklist allows us to create block entries in the same platform."

⭐ What Ricky Likes Most About PhishER

"We have rules set up to spot and respond to certain reported emails such as spam and clean emails. This takes a lot of burden off of our team and can really concentrate on real phishing emails. PhishER also highlights header information so we can look right where we need to look."

🏆 What Ricky Has Achieved With PhishER

- "Quicker response"
- "Frees up my team's time"
- "Gets legitimate emails back to the user quicker"

Ricky Robertson

Director of IT and Security

HealthOne Alliance

✓ **Verified user**   ✓ **Vetted review**

Hospital & Health Care
Mid-sized Organization (201-500 employees)

Incentivized

Ricky's Advice

"We have many emails reported to our team every day. Most emails reported are not true phishing emails and are mostly Spam or Clean. KnowBe4 PhishER saves my team time by auto labeling the email as Spam or return a canned response from my team if the email is clean. This saves me time and gets important legitimate emails responded to quicker."

See Ricky's [full review] →

Request Your PhishER Demo