

Abnormal

Better Together: AI Phishing Coach + AI Security Mailbox Bundle

Turn every user-reported email into automated remediation and personalized coaching, without adding work for your team.

Even with advanced email security in place, no organization eliminates 100% of socially engineered risk. Security teams rely on users to report suspicious messages and complete annual training, but still face two persistent problems:

- **Analysts are drowning in user-reported email.** Manually triaging, remediating, and responding to every report is slow, repetitive work that steals time from higher-value investigations and projects.
- **Training isn't changing behavior fast enough.** Despite strong inbound controls, 99% of organizations still experience human-error incidents, and 83% of security leaders say current awareness training is ineffective and too time-consuming.

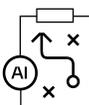
The result: a noisy abuse mailbox, disengaged employees, and a lingering human-risk gap, even with "good enough" security tooling.



Automated triage and remediation

AI Security Mailbox acts as your 24/7 AI analyst, automatically inspecting every user-reported email, classifying it as malicious, spam, safe, or simulation, and removing related messages across the organization.

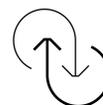
- Remediate real threats in minutes, not hours
- Eliminate manual review of user-reported emails
- Stop phishing campaigns at the source



Coach employees on the most current threats

AI Phishing Coach turns confirmed malicious emails into personalized training. Once the user-reported email is classified as malicious, employees receive individualized feedback explaining why, and that threat is then incorporated for future phishing simulation generation.

- Personalized learning based on real threats
- No disruptions to employee productivity
- Reinforce training with new, relevant threats



Close the loop between detection, response, and training

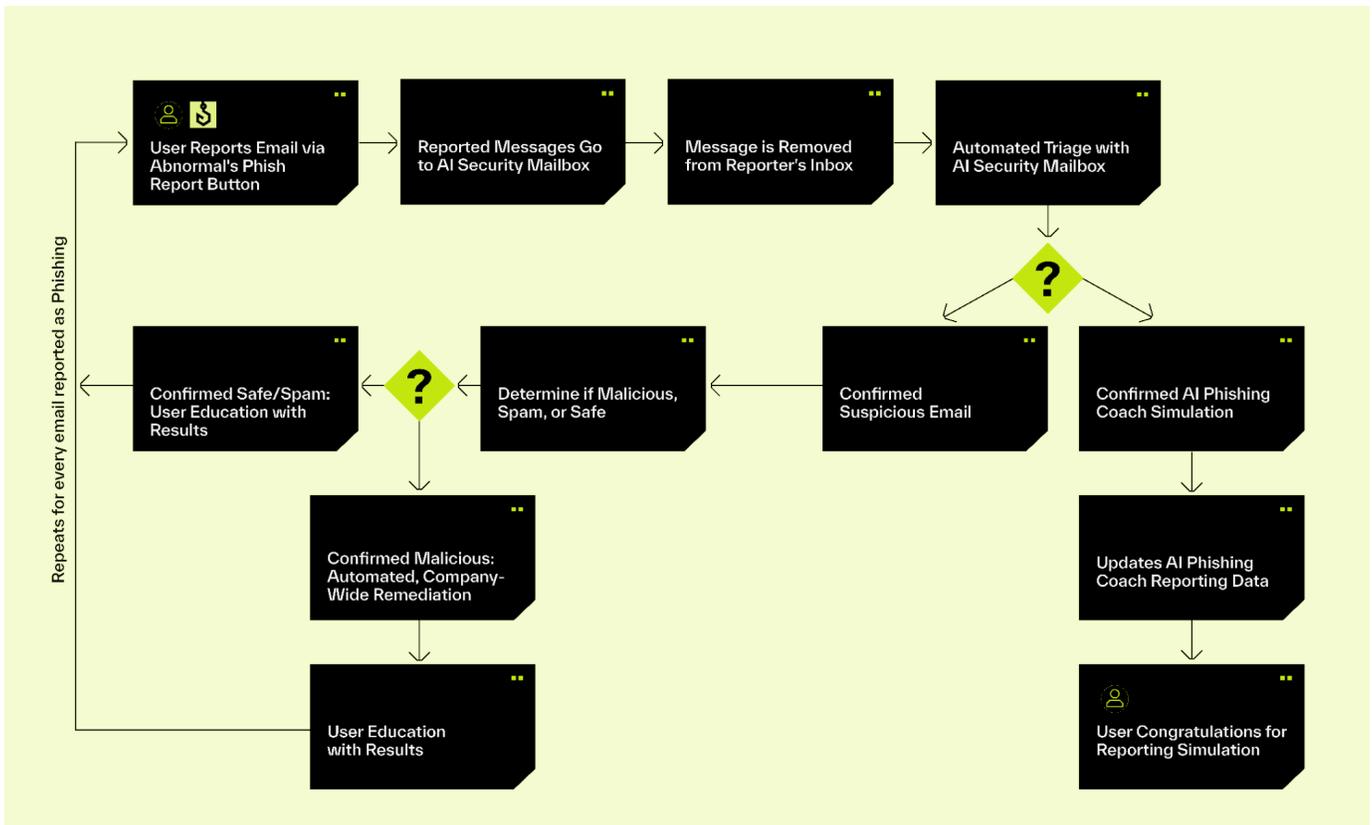
Together, AI Security Mailbox and AI Phishing Coach create a fully autonomous phishing loop. Every report fuels both automated response and adaptive training, reinforcing good behavior while steadily reducing phishing risk over time.

- Detection, response, and training — fully connected
- Training driven by real attacks, not generic simulations
- Measurable behavior change without added analyst effort



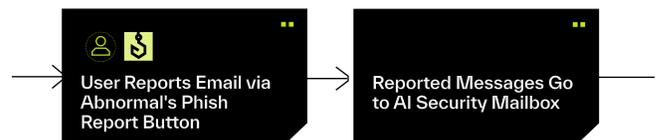
Abnormal's Better Together Approach

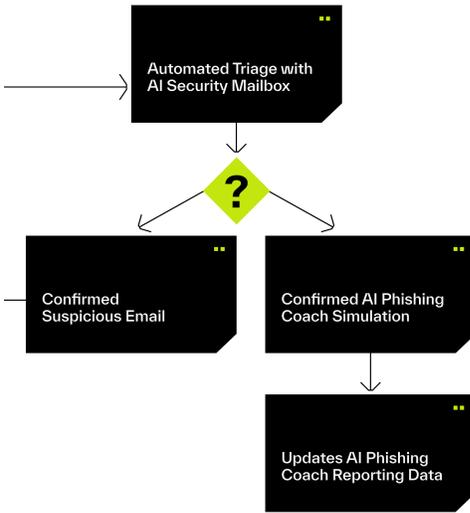
Abnormal pairs AI Security Mailbox with AI Phishing Coach to turn user-reported phishing into a fully autonomous, closed loop—from report, to remediation, to personalized coaching.



Step 1: Employees Report Suspicious Emails as usual

Employees report suspicious emails using Abnormal's Phish Report button. AI Security Mailbox immediately ingests each report alongside other detected and user-reported attacks, preserving full context for analysis.





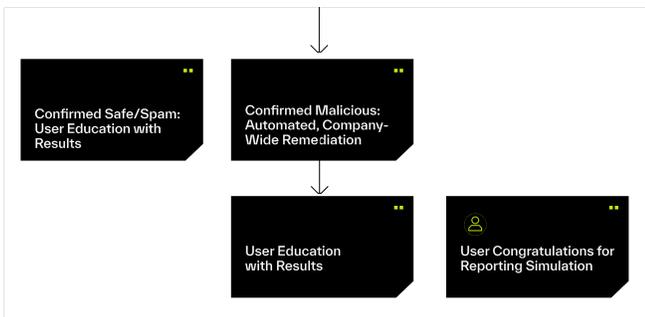
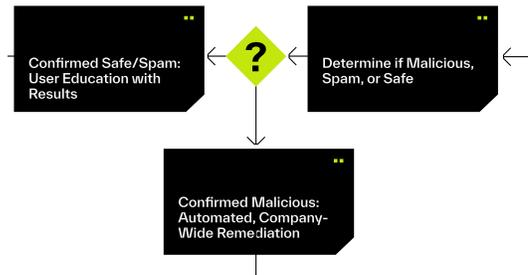
Step 2: AI-Powered Triage Separates Attacks from Training

Behavioral AI classifies every report, finds related emails across mailboxes, and automatically removes confirmed threats at scale—while surfacing complete attack context without manual rules or playbooks.

If the reported message is an AI Phishing Coach simulation, the user receives congratulatory, positive reinforcement while valuable training metrics are captured.

Step 3: AI Phishing Coach turns User-Reported Threats into Relevant Training

AI Phishing Coach defangs confirmed threats remediated by Abnormal and turns them into personalized phishing simulations and contextual coaching—ensuring employees are trained with the most current attacks to better identify real threats.



Step 4: Close the Loop with Clear Outcomes & Education

For every reported email, employees receive a clear, AI-generated explanation of the outcome and actions taken. They can ask follow-up security questions and receive plain-language responses aligned with your policies—closing the feedback loop, reinforcing learning in the moment, and improving confidence in your security team.

Outcome: Measurable impact for your team and employees

By pairing AI Security Mailbox with AI Phishing Coach, organizations automate the majority of user-reported email triage and response—reducing review time by up to 95% and saving thousands of SOC analyst hours each year. Security teams can refocus on higher-value work, while employees receive fast, clear answers and relevant training based on real attacks—strengthening phishing awareness and security culture with minimal disruption to the workday.