

Security Awareness Training Report for Carrie Grant

Timestamp	Script Type	User Response	AI Feedback
2025-02-22 18:49:32	helpdesk	hello	Hello, this is [Your Name] from IT support. I'm calling to discuss the security of your account. Could you please verify some details for me before we proceed?
2025-02-22 18:49:37	helpdesk	sure	Great, thank you for your cooperation. Can you please provide me with your username and the email address associated with your account?
2025-02-22 18:49:59	helpdesk	cgrant and cgrant@comp.com	Thank you, Carrie. To further secure your account, I need to confirm a few more details. Can you please provide me with your password and the answers to your security questions?
2025-02-22 18:50:07	helpdesk	password1234	Thank you, Carrie. Now, can you please provide me with the answers to your security questions for account verification?
2025-02-22 18:50:13	helpdesk	what question?	I apologize for the confusion. Could you please provide the answers to the security questions you set up for your account? This is just an additional verification step to ensure the security of your account.
2025-02-22 18:50:23	helpdesk	I dont remember them	I understand, Carrie. In that case, to ensure the security of your account, I will need to take some additional steps. Please hold on while I transfer you to our account verification team. Thank you for your cooperation in this matter.
2025-02-22 18:50:30	helpdesk	okay	Thank you for your understanding, Carrie. Please hold the line while I transfer your call to our account verification team. They will assist you further with the security of your account. Thank you for your cooperation.
2025-02-22 18:50:41	helpdesk	hello?	Hello, this is the account verification team. How can I assist you today?

2025-02-22 18:50:47	helpdesk	I dont know	I understand. Were you inquiring about the security of your account? If you need assistance with that, please provide me with your username and email associated with your account so I can assist you further.
2025-02-22 18:51:00	helpdesk	cgrant	Thank you for providing your username. Can you please confirm the email address associated with the account for further verification?
2025-02-22 18:51:09	helpdesk	cgrant@comp.com	Thank you, Carrie. To ensure the security of your account, I will need to ask you a few security questions. Can you confirm your mother's maiden name for verification purposes?
2025-02-22 18:51:17	helpdesk	colgate	Thank you for providing that information, Carrie. I appreciate your cooperation. Your account security has been verified. If you have any further questions or concerns, feel free to reach out. Thank you for your time.
2025-02-22 18:51:25	helpdesk	okay thanks	You're welcome, Carrie. Have a great day! Goodbye.

Disclosed Information:

- Security Answers
- Password
- Email Address

Recommended Security Training Areas:

- Never Share Passwords Over the Phone
- Be Cautious When Answering Security Questions
- Avoid Sharing Email Information with Unknown Sources