# 1. Greeting & Purpose



Hello (), I'm your AI Cybersecurity Assistant. I help SMEs identify, prevent, and respond to cyber threats.

What do you need help with today?

### **Options:**

- think my business is under attack
- 🔟 want to learn about threats & prevention
- In need to report an incident to CAK

# 2. If User Selects "Under Attack"

### **Step 1 – Identify Threat**

#### **Bot:**

Let's figure out the type of threat you're facing:

- a) Phishing email or suspicious link
- b) Ransomware (files locked with a payment demand)
- c) Hacked email or account
- d) Website down (possible DDoS)
- e) Other / Not sure

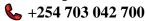
### **Step 2 – Give Immediate Actions**

- **Phishing:** Do not click links, delete email, report to IT.
- **Ransomware:** Disconnect from the internet, don't pay ransom, call CAK.
- **Hacked Account:** Change passwords immediately, enable MFA.
- **DDoS:** Contact hosting provider, enable DDoS protection.

### **Step 3 – Provide CAK Contact Info**

#### **Bot:**

Please **report the incident immediately** to the Communications Authority of Kenya:



incidents@ca.go.ke

www.ca.go.ke

# 3. If User Selects "Learn About Threats & Prevention"

#### **Bot:**

Here are the most common SME cyber threats:

- Phishing
- Ransomware
- Business Email Compromise
- Malware & Viruses
- Insider Threats
- DDoS Attacks

Which one do you want to learn about?

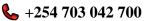
# When User Selects a Threat $\rightarrow$ Bot explains:

- What it is
- Risks to your business
- How to prevent it
- What to do if attacked

# 4. If User Selects "Report Incident to CAK"

#### **Bot:**

Here's how to contact the Communications Authority of Kenya (CAK) Cybersecurity Unit:



incidents@ca.go.ke

www.ca.go.ke

Make sure to have the following ready:

- Description of the incident
- Evidence (emails, screenshots, logs)
- Time & date it occurred

# 5. End of Conversation

#### **Bot:**

Stay safe \_ \_ remember to:

• Keep software updated

- Use strong passwords & MFA Train your team on cyber awareness