Works Cited

- Cialdini, Robert B. Influence: The Psychology of Persuasion. HarperCollins, 2009.4
- "Email Statistics Report, 2017-2021." Radicati, The Radicati Group, Feb. 2017,
 - www.radicati.com/wp/wp-content/uploads/2017/01/Email-Statistics-Report-2017-2021-Executive-Summary.pdf.
- "Global Phishing Survey: Domain Name Use and Trends in 2016." APWG, Anti-Phishing Working Group, 2017, apwg.org/resources/apwg-reports/domain-use-and-trends.
- Hadnagy, Christopher, et al. Phishing Dark Waters: the Offensive and Defensive Sides of Malicious e-Mails. Wiley, 2015.
- Parmar, Bimal. "Protecting against spear-phishing." Computer Fraud & Security 2012.1 (2012): 8-11.
- Pyorre, Josh. "Grammar and Spelling Errors in Phishing and Malware." *OpenDNS Umbrella Blog*, CISCO Umbrella, 6 Apr. 2017, umbrella.cisco.com/blog/2016/02/08/grammar-and-spelling-errors-in-phishing-and-malware/.