Customer Success and Support Guide

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Abnormal

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Introduction

Thank you for choosing Abnormal Security to protect your workforce against all email attacks. The Abnormal Customer Success and Support team is here to help you achieve the highest level of success using the Abnormal platform. This document provides essential information to guide you through your Abnormal Customer Support experience.

Support and Service Level Agreement Policy

For more information on Abnormal's service level agreement policy, see the Abnormal Security Support and Service Level Agreement Policy page.

NOTE: Per this agreement, Abnormal Customer Support does not provide support for issues with the customer's own equipment, software, or internet connectivity. For example, Abnormal does not provide support for:

- Firewall configuration
- MTA and Secure Email Gateway configuration
- Name Server/DNS
- Exchange Server and Active Directory configuration

For more information on support times, see the Severities and Response Times section.

Support for Pre-Sales Evaluations

Abnormal provides support coverage for all Abnormal product evaluations. Coverage outside normal business hours is not provided unless specific arrangements are made with the Sales Engineering organization.

Trust Center

Abnormal is committed to providing secure products which support compliance and build trust. To learn about Abnormal's security and trust initiatives, visit the Trust Center.

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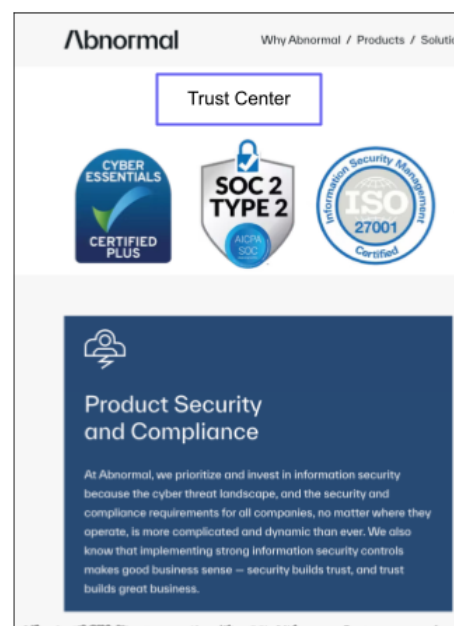
Contact Abnormal Customer Support


Abnormal Customer Support Business Hours

9:00am to 9:00pm ET, Monday - Friday (Americas) *Excluding US Holidays*

Use the Abnormal Support Portal

The best way to contact Abnormal Customer Support is through the Abnormal Support Portal. From the Support Portal, you can open a support case to report an issue or ask a question. The Abnormal Support Portal also provides access to all Abnormal product documentation and knowledge-base articles to assist you with using the Abnormal Portal, integrating with third-party applications, and more.

There are two ways to access the Abnormal Support Portal:

- In the Abnormal Portal, click the **Help** dropdown menu and select **Support**.
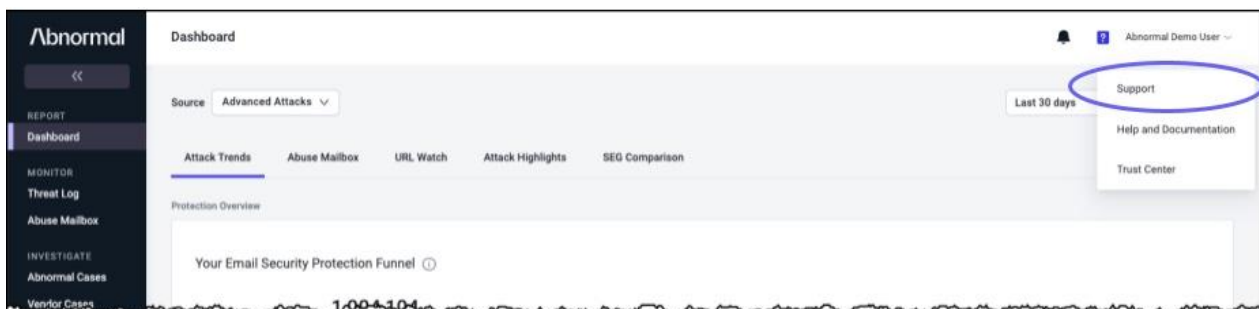
- Navigate directly to support.abnormalsecurity.com.

When prompted to log in, click on the Google or Microsoft icon and log in with your SSO (Single Sign On) account.

If you do not have an SSO login account, populate the **Username** and **Password** fields with the support credentials Abnormal provides. If you do not have a support login and need one, contact support@abnormalsecurity.com.
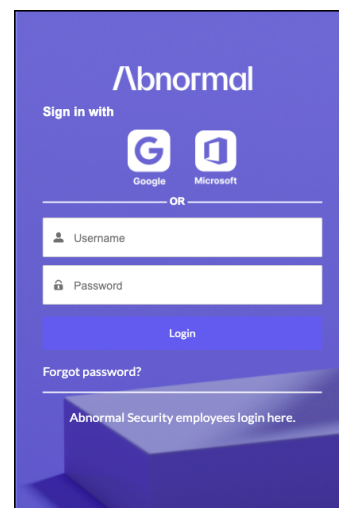
Once logged in to the Abnormal Support Portal, use the **Search** bar to find relevant support documentation. You can also click on the **Topics** menu at the top of the window to select from a list of topic categories.

To open a new case, click the **Submit a Case** button. For more information, including what to expect after opening a case, see Open a Support Case.
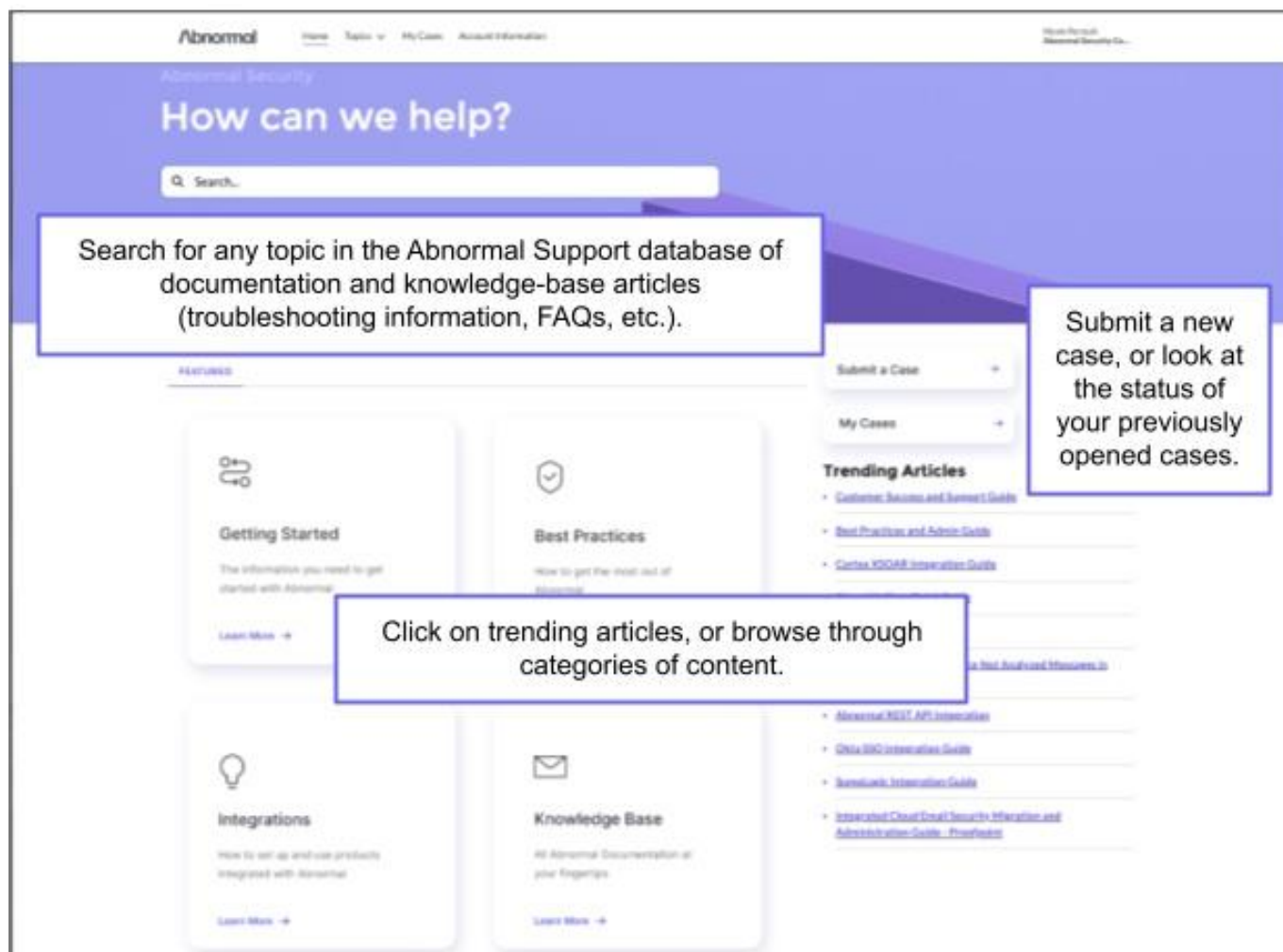

Call the Support Hotline

When you become a customer, Abnormal provides you with a Support Hotline phone number. This number is also listed on the Abnormal Support Portal.

The Hotline provides an additional method for contacting Support, but Abnormal suggests that you first open a case through the Abnormal Support Portal as this will enable the Support team to access and evaluate your information more quickly.

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Open a Support Case

To open a new support case with Abnormal Customer Support:

1. Navigate to the [Abnormal Support Portal](#).
2. Click the **Submit a Case** button.
3. Follow the guidelines below to fill out the form.
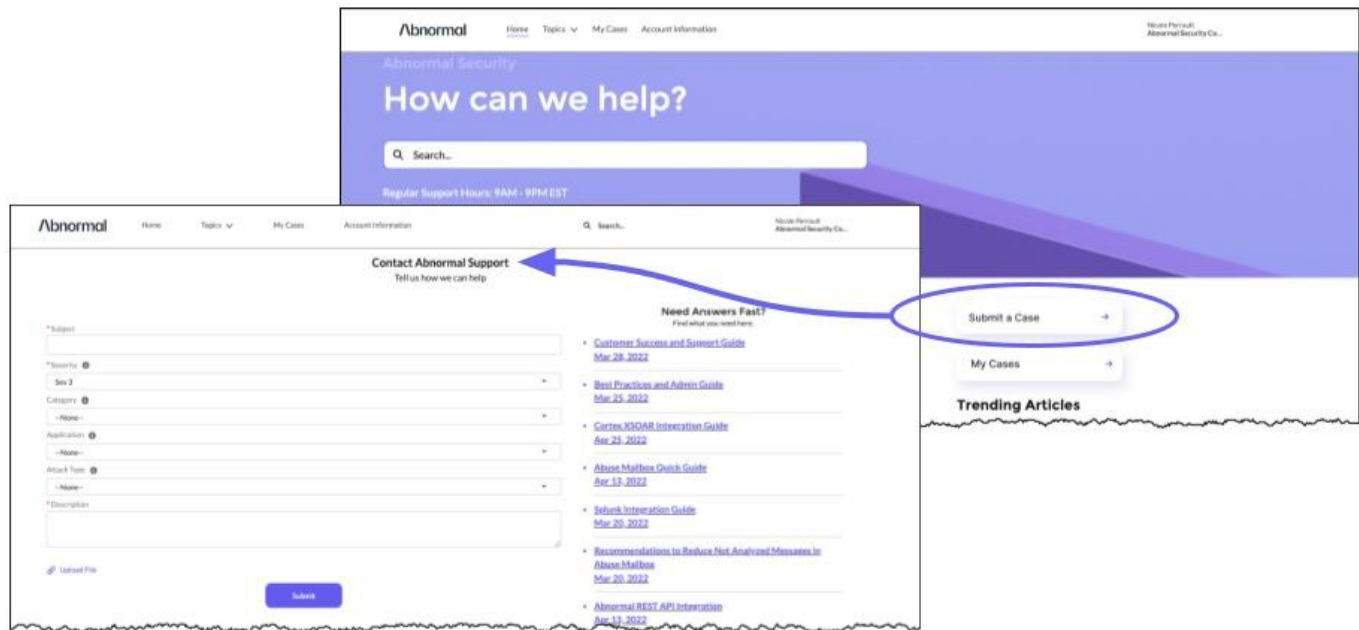
Guidelines for Opening a Support Case

When opening a new support case, Abnormal asks that you clearly describe one problem per case. This allows Abnormal Customer Support to put sufficient focus on each issue and its resolution. It also allows multiple Support Engineers to work on different issues in tandem to resolve all issues more quickly.

The following table provides guidelines for filling out each field on the Support Case form. Fields with red asterisks are required.

Field	Description
Subject *	Enter a one-line description to summarize the problem.
Severity *	Pick the Severity of the issue. Refer to the [Severities and Response Times](#) chart to help establish mutual expectations between Abnormal and your organization. If your case is not handled to your satisfaction, use the [Escalation Procedure](#) instead of increasing the severity.

	NOTE: if you open a Severity-1 case, please also call the Support Hotline using the number listed on the Support Portal home page.
Category	Pick the Category that best relates to your issue. This helps Abnormal route and resolve the case more quickly.
Application	Pick the part of the product that is impacted by the issue.
Attack Type	Pick the attack type most closely associated with the issue.
Description *	Enter a detailed description of the problem, including background, observations, steps taken to resolve or troubleshoot the issue, recent configuration changes, and any other information you think may help the Support Engineer. Additionally, click **Upload File** to add any files to the case that may aid in a timely resolution (e.g., screenshots, log files, spam messages, and system configuration files).

Severities and Response Times (SLAs)

Severity	Description	Response	Examples	Customer Responsibility
1 (Urgent)	System Down. Complete failure of the software, impacting all users. Incident is causing a service disruption or degraded condition that renders the service inoperable.	**1 hour**	Email Detection and Remediation failing. Portal offline along with Email analysis degradation.	Commit appropriate resources to be available to provide additional info if needed. Make reasonable efforts to apply solutions quickly.
2 (High)	The software is operating in degraded mode. One or more subsystems are not functioning or impacting only a subset of the users. Incident is causing a service degrading condition, but the service is still operable.	**2 hours**	Portal Offline or intermittent failure. Internal Account takeover not detected. VIP False Positives and False Negatives (Missed Attacks) Link Analysis and attachment detonation services degraded.	Commit appropriate resources to be available to provide additional info if needed. Make reasonable efforts to apply solutions upon receipt.
3 (Normal)	All major functionality is working. Non-critical system issues. The service is running with limited functionality in one or more subsystems or intermittent issues.	**8 hours**	Non-VIP False Positives and False Negatives (Missed Attacks) How to Question	Monitor and respond as necessary.

4 (Low)	How-To Questions and software issues with no degradation.	24 hours	Third-party integration setup Cosmetic bugs in the GUI	Monitor and respond as necessary.
RFE	Request for Enhancement	2 days	Reporting or Search functionality enhancements	N/A

What to Expect After You Open A Case

Abnormal will acknowledge receipt of your case in a timely manner. We are obligated and committed to respond within the response window specified in the Severities and Response Times table. Your case will be assigned to a Support Engineer who will contact you via the Support Portal or by phone. Over the life of a case, ownership may be transferred to different Support Engineers.

Support responds to most cases (Severity 2, Severity 3, Severity 4, and Request for Enhancement [RFE]) only during Business Hours. Response times are calculated based on this time period. For example, a Severity 3 case has a response time of eight (8) hours. If you enter a Severity 3 case thirty minutes before the end of business hours, Support will respond within seven and a half hours of the beginning of the next business day.

NOTE: If you open a Severity 1 case, please also call the Support Hotline number listed on the Abnormal Support Portal.

Get Updates on Major Incidents and Outages

For the latest status on all Abnormal product operations, visit the Abnormal Status Page. On that page, you can also view details about past incidents.

On the Status page, click **SUBSCRIBE TO UPDATES** to receive notifications whenever Abnormal creates, updates, or resolves an incident. You can subscribe to email notifications and/or text notifications, as well as the Abnormal Slack channel, Atom Feed, and RSS Feed.
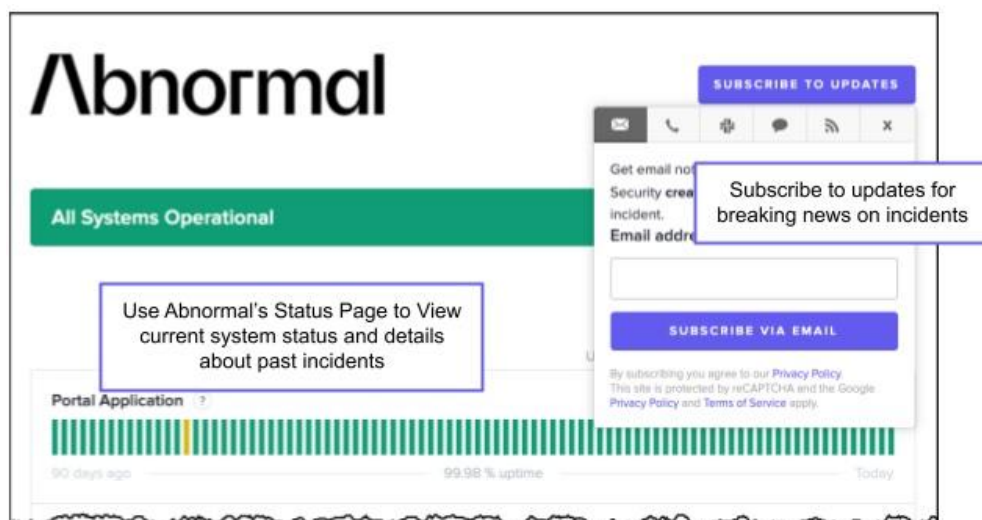
Escalate a Case

In the event that you experience difficulties contacting Abnormal Support, don't receive the level of support that you expected, or feel the need to escalate an issue beyond its current level, you can request an escalation of your case.

To escalate a case, view the case in the Support Portal and add a comment to request an escalation. If urgent, phone the Abnormal Support Hotline or contact your Customer Success Manager (CSM).

Following an escalation request, Abnormal Customer Support implements the following escalation procedure:

1. A Support Engineer acknowledges the request, comments in the case, and notifies the Support Manager.

2. The Support Manager works directly with the customer, documenting their actions in the case.

3. If progress is still not as expected, the customer and/or internal contact may indicate that the issue should be further escalated.

4. The Support Manager acknowledges the request to further escalate, notifying the Director of Support. If necessary, the Director of Support escalates the case further up the chain of command.

NOTE: The customer can reach out to their CSM for assistance at any time throughout the escalation process.

View Product Updates

There is a notification bell in the upper-right corner of the Abnormal Portal. Abnormal uses this bell to notify you of product feature releases, enhancements, and other important updates.
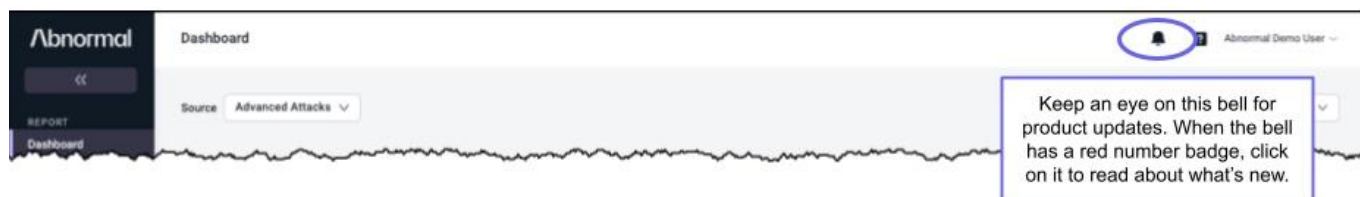
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When the bell has a red number badge, it means there is new information available. Click on it to display the Abnormal Product Updates window.

Posts are listed in chronological order, with the latest news on top.
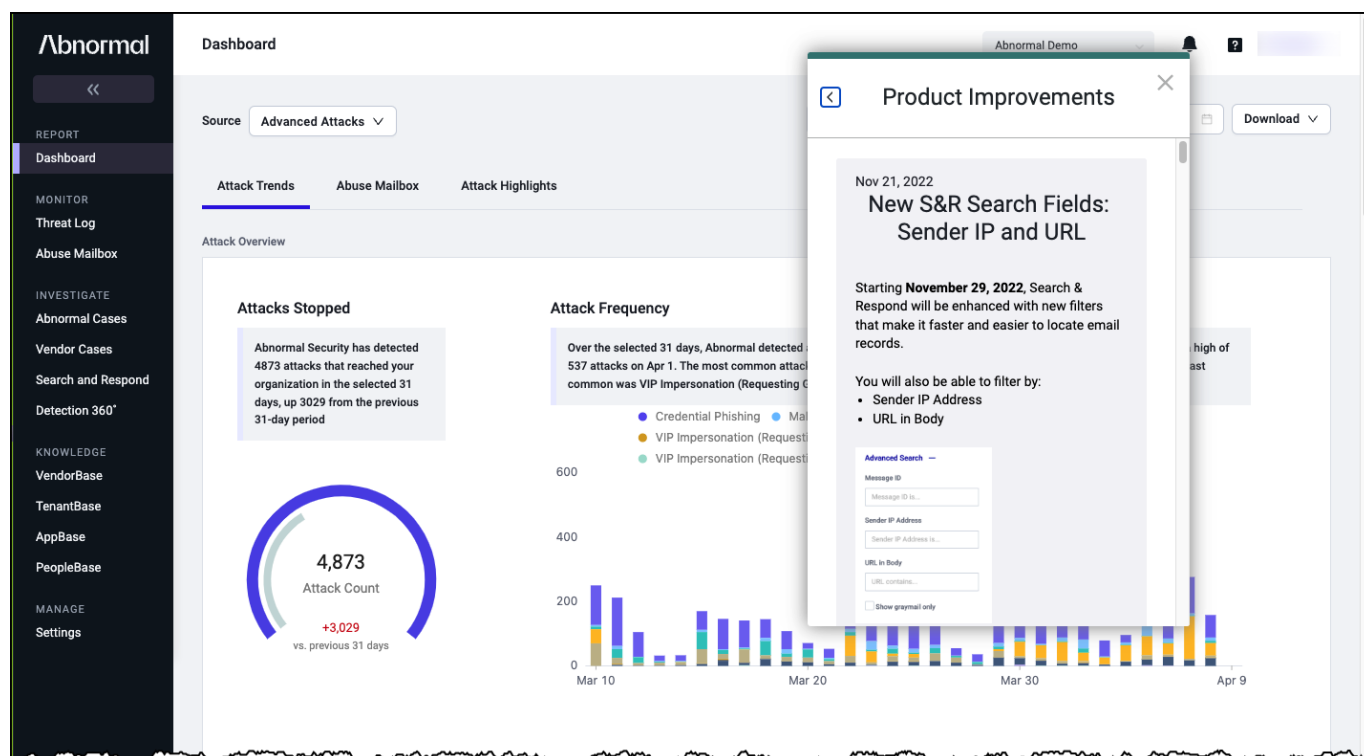
If you need additional detail on a product feature, visit the Support Portal and type the feature name in the **Search** bar. This displays a list of related product documentation and knowledge-base articles (e.g., troubleshooting, FAQs, etc.).
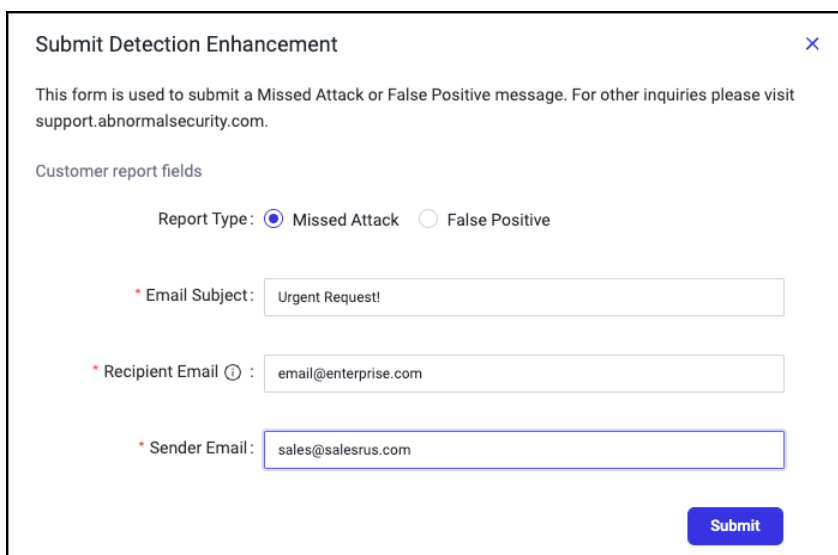
Report Missed Attacks (False Negatives) and False Positives

An attack that Abnormal did not detect is referred to as a *missed attack* or *false negative* (FN). A case that Abnormal incorrectly classified as an attack is referred to as a *false positive* (FP). You can report missed attacks and FPs via the Detection 360° page in the Abnormal Portal. Abnormal has a separate Detection team to support these misclassified cases, and they use Detection 360° data to improve the Abnormal machine learning models and provide customers with transparency into the frequency of FNs and FPs. Additionally, Abnormal locates all messages related to a misclassified case and remediates messages for a missed attack or returns FP messages to user Inboxes.

To report a false negative or false positive:

1. In the left navigation menu of the Abnormal Portal, click **Detection 360°**.

2. Click the **Submit Detection Enhancement** button.

3. On the **Submit Detection Enhancement** form, select the **Report Type**: **Missed Attack** or **False Positive**.

4. For a missed attack, enter the **Email Subject**, **Recipient Email**, and **Sender Email**.

   NOTE: Abnormal uses this information to correct the judgment for all messages in the campaign.

5. For a false positive, enter a link to the misclassified entry in the **Threat Log**. To get this link, click on the misclassified entry in the **Threat Log** and copy the URL.

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6. Click **Submit**.

Your submission is added to the list of **Missed Attacks** or **False Positives** on the Detection 360° page. Use this page to monitor responses from the Detection team, as shown in the following figure:

IMPORTANT: Abnormal automatically escalates Detection 360° cases for VIP recipients to "High Priority" (Sev 2). The Detection team will resolve Sev 2 cases within 24 hours, and other cases (Sev 3) within 7 days. If you wish to escalate a non-VIP Detection 360° case to Sev 2, or have questions while waiting for a response from the Detection team, open a support case or email support@abnormalsecurity.com; include the Missed Attack/False Positive submission number listed in the **Report Summary** column on the Detection 360° page.

Service Level Objective (SLO) to Resolve Detection 360° Cases

High-Priority/Sev 2 Cases (VIP recipients and escalated cases): **24 hours**   Other/Sev 3 Cases: **7 days**

For more detail on using the Detection 360° page and the timeline of a Detection 360° case, see Detection 360° for Misclassified Cases.

If you have any questions or feedback on this information, please open a case in our Support Portal or email support@abnormalsecurity.com.