

Description of the actions

Feedback stripe

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Documentation

a. Description of the actions

- **VALID :**

- Mail detected as **SPAM :**

The message is counted as a false positive, the sender is added to your white list, our teams are alerted for analysis and filtering evolution.

- Mail detected as **VIP/Personnel :**

The sender is downgraded from your VIP or Personal list to return to the white list.

- **Threat/Virus :**

The message is counted as a false negative, the sender is added to your blacklist, your administrator is alerted when a threat or virus is delivered, our teams are alerted for analysis and filtering progress.

- **SPAM :**

The email is counted as a false negative, the sender is added to your blacklist, our teams are alerted for analysis and filtering evolution.

- **PUB :**

Our teams are alerted for analysis and evolution of ad detection.

- **News :**

Our teams are alerted for analysis and evolution of the detection of newsletters.

- **Social :**

Our teams are alerted for analysis and evolution of the detection of communications from social networks.

- **VIP :**

The sender is added to your "VIP" list.

- **Personnel :**

The sender is added to your "Personnel" list.