This course explains how Intelligent Supervision works. It provides instruction and hands-on experiences where you interpret Dashboard information, access messages for your review, and act on messages in your review queue. You will learn available message review options and take action on potential violations. You will also practice using available tools and techniques to improve your review efficiency. This includes how to expand your message queue to include messages not sampled and those already acted upon. The course also shows you how to run reviewer related reports and interpret their results. This Level Two course is based on Proofpoint Enterprise Archive 4.0.131.

**COURSE OUTLINE**

**Lesson 1: Intelligent Supervision Overview**
This lesson explains the how Intelligent Supervision works with Proofpoint Enterprise Archive. It covers common terminology and the roles of individuals who interact with Supervision. It also describes a typical workflow and common review actions. This includes:
- How Intelligent Supervision works with the archive
- The role and value of compliance divisions
- Policy groups within compliance divisions in Intelligent Supervision

**Lesson 2: Intelligent Supervision Access and Dashboard**
Intelligent supervision allows administrators and reviewers to have access via a specific web user interface. Once you have access to the system, you can access information about activities and message review status in several ways. This includes:
- How to quickly view current status information on message review progress
- How to customize user preferences to access needed information efficiently as possible

**Lesson 3: Message Review**
This lesson looks at the use of the Reviewer Dashboard for each reviewer to quickly access real-time information about messages in their queue. This also shows reviewers multiple methods to access messages for review, and the process to act on the messages in their queue. This includes:
- Message review and message review workflow
- Access messages for review
- Actions to take on potential violations
Lesson 4: Past Review
Past Review allows reviewers to review action previously taken on messages. Reviewers use Past Review to close out messages that await additional action. This also includes:

- Find messages that have been acted on
- Identification of all actions and violations found in a message

Lesson 5: Search
Reviewers use Find Related and Search to find similar messages in the archive to those currently being reviewed. Search allows reviewers to review action taken on messages. This also includes:

- Find messages that have been acted on
- Identification of all actions and violations found in a message

Lesson 6: Reports and Alerts
Reports can help assess message patterns and behavior and help evaluate the effectiveness and enforcement of policies. This lesson explains reports affecting reviewers and how to schedule, run and view results of relevant reports. This also includes:

- Entitlement-based access to reports
- Sharing of report results

Lesson 7: Challenge Labs
This lesson presents problems that face a reviewer. Students will work through the problems and present their results to the instructor. The instructor will review the work and share solutions when students complete the exercises.