

# LEVEL ONE

# EMAIL PROTECTION

## FORMAT

Instructor Led Training (ILT)

## DURATION

ILT: 2.5 days (20 hours total)

## WHO SHOULD ATTEND?

This course is recommended for new Proofpoint Protection Services Email Protection customers and partners.

## PREREQUISITES

None

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This course is recommended for new Proofpoint Protection Services Email Protection customers and partners.

## REGISTRATION

Contact [training@proofpoint.com](mailto:training@proofpoint.com) for registration information.

The Level One – Email Protection course introduces students to the concepts of email architecture and protection with an emphasis on protecting customers from unwanted or malicious email entering an enterprise. Students have an opportunity to test their knowledge by taking the Level One Exam – Email Protection. This Level One course is based on PPS 8.8.

## COURSE OUTLINE

### Email Protection

#### Module 1: PPS Overview

Describe the modules within PPS.

#### Module 2: Spam

Explore the Spam module and describe organizational safe and block lists, default policies and rules, and reputation services.

#### Module 3: Virus Protection

Explore the Virus Protection module and describe the default policies and Zero-Hour rule.

#### Module 4: Email Firewall

Explore the Email Firewall module and describe a Recipient Verification, dictionary, Sender Policy framework, DKIM, as well as SMTP Rate Control.

### Support

#### Module 1: Overview

Describe PPS support as it relates to plans, priorities, and contact services.

#### Module 2: Customer Success Center

Describe and navigate Proofpoint's support via the Proofpoint Customer Success Center (PCSC).

#### Module 3: Case Details

Describe the phased process of a typical support case.

#### Module 4: Phone Support

Describe and locate Proofpoint's phone support service.

#### Module 5: Case Escalation

Describe the process for escalating a case.

#### Module 6: Training

Describe the various options for training.

#### Module 7: Customer Success Team

Describe the Customer Success Team including the organization, programs, and exclusions.

#### Module 8: Tools and Diagnostics

Describe the various tools and diagnostics for PPS including the system summary as well as the alert and log viewer.

#### Exam: Level One for Email Protection Exam

Test your knowledge and earn the Level One for Email Protection certificate. A passing score of 75% is required to attain accreditation.

## ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ:PFPT) is a leading cybersecurity company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 100, rely on Proofpoint to mitigate their most critical security and compliance risks across email, the cloud, social media, and the web. No one protects people, the data they create, and the digital channels they use more effectively than Proofpoint.combat modern advanced threats.

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