

Advanced Threat Protection for Zendesk

The CRM Threat When Your “Customer” is a Security Risk

Due to the nature of their job, helpdesk and customer support agents are among the organization’s most vulnerable staff members to cyber-attacks. Providing help in a friendly manner all while being measured on KPIs like Response Time makes them prime targets for social engineering attacks and malware campaigns.

One Way "Ticket" to Ransomland



Zendesk's products let online users send your agents file attachments via support tickets. Tickets are created using a multitude of channels.



The built-in malware scanning Zendesk has for tickets is ineffective against unknown threats, phishing attacks and Zero-day exploits.

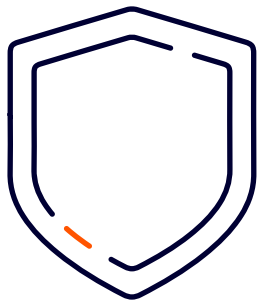
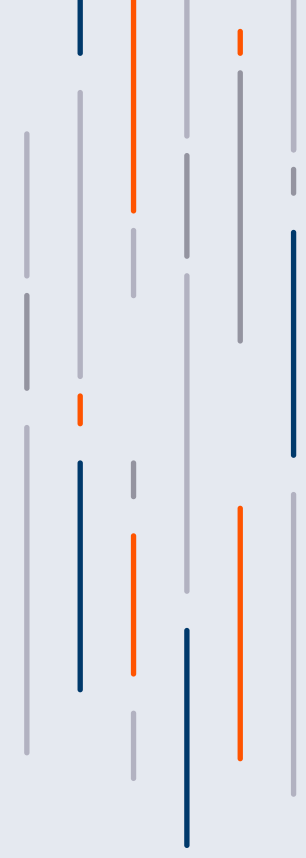


Malicious agents are leveraging Zendesk support channels in targeted attack campaigns against organizations (ransomware, credential theft and more).



Introducing: Advanced Threat Protection for Zendesk

Perception Point's multi-layered threat prevention platform was designed to boost Zendesk's basic native security against any malware and social engineering attacks. Deployed in 2 clicks to protect any customer-facing personnel, Perception Point will scan in near real-time every single ticket attachment coming through Zendesk (including embedded URLs/files), using a combination of award-winning dynamic & static detection engines and advanced ML algorithms.



Prevent the most advanced malware and social-engineering attacks



Gain full threat visibility and control across your Zendesk channels

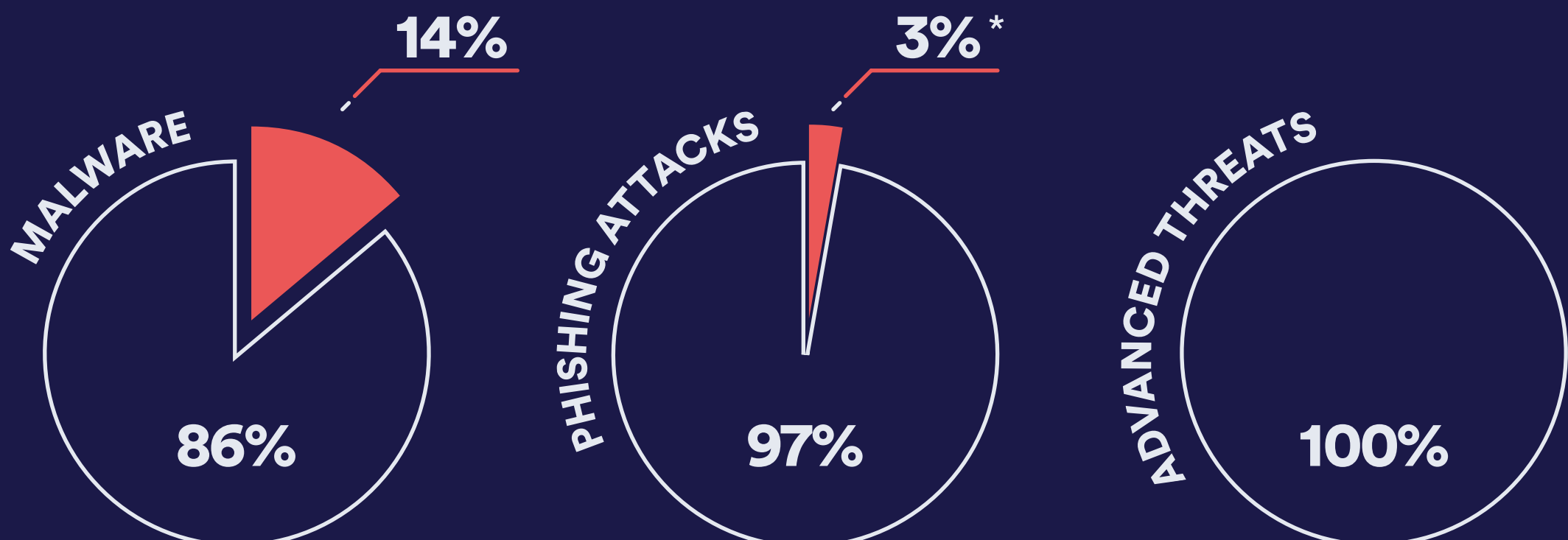


Scan 100% of the attachments in seconds for a frictionless end-user experience

Hard Numbers

Enterprise Customer Case Study

In 21 days, Perception Point intercepted dozens of malicious attachments Zendesk's native defenses failed to detect - every single day. Analyzing the data and comparing it to the tickets Zendesk's security flagged as malicious indicated insufficient protection against most phishing attacks and unknown threats. Incidents Zendesk managed to detect (red sections below) were all known, everyday attacks, caught by Perception Point's static engines and threat intel sources.



- Malicious incidents missed by Zendesk
- Malicious incidents caught by Zendesk

* All malicious phishing incidents caught by Zendesk's native security were also detected by Perception Point's static engines (=known threats)

Why Perception Point for Zendesk?



One Security Solution
for All Enterprise Cloud
Apps & Collaboration
Channels



**Unified Visibility &
Threat Management**
Across the Entire
Organization



**24x7 Integrated Incident
Response Service**
Drastically Reduce Your
SOC Resources



Intuitive Dashboard
for In-Depth Forensics
and Investigation



**Easy To Evaluate
& Deploy**
Lower Risks and
Lower Costs



Privacy & Compliance
SOC-2 Compliant. No
Data Stored on Servers

99.95% **Detection
Rate**

Catch any attack and
improve detection rates to 99.95%

75% **SOC
Saving Time**

Save up to 75% of SOC time
with an integrated Incident Response

100% **Dynamic
Scanning**

Dynamically Scan 100% of
content including embedded files & links

10 **Seconds
in Average**

Catch threats at the speed of your business,
10 seconds in average

“ Perception Point has been instrumental not only in preventing attacks across our organization, but also within Zendesk. Securing Zendesk is critical to the success of our customer relationships. The combination of their innovative technology combined with their trustworthy managed service team provides us with the confidence to operate with zero to little friction. ”

— **Head Of Security Operation & Response**
International Travel Agency
Over 7,000 employees - 25 locations worldwide

About Perception Point

Perception Point is a Prevention-as-a-Service company for the fastest and most accurate next-generation isolation, detection, and remediation of all threats across an organization's main attack vectors - email, web browsers, and cloud collaboration apps. The solution's natively integrated and fully managed incident response service acts as a force multiplier to the SOC team, reducing management overhead, improving user experience and delivering continuous insights; providing proven best protection for all organizations. Deployed in minutes, with no change to the enterprise's infrastructure, the patented, cloud-native and easy-to-use service replaces cumbersome legacy systems to prevent phishing, BEC, spam, malware, zero-days, ATO, and other advanced attacks well before they reach end-users. Fortune 500 enterprises and organizations across the globe are preventing attacks across their email, web browsers and cloud collaboration channels with Perception Point.

To learn more about Perception Point, visit our website, or follow us on LinkedIn, Facebook, and Twitter.