



Cloudmark Insight Feedback API

Benefits

Cloudmark Network Feedback System

Global reach

Improved accuracy for reduced false positives and false negatives

Improved message classification logic through the samples

Dependable Cloud Service

7x24x365 hardware, software, and performance management

Services hosted in carrier-class SOC 2-certified Data Centers

Continuous capacity monitoring and systems expansion

Key Features

Programmatic Feedback Submission

Easy to integrate into helpdesk tools for quick submissions

Direct submissions to Cloudmark Network Feedback System

High Performance REST API

Scalable, geo-redundant, cloud-based, API service

Report False Positives and Missed Spam

Accuracy in message classification is critical, mis-placing legitimate mails, incorrectly flagged as spam into a junk folder is an annoyance to end users. Similarly, spam landing in the Inbox generates user frustration. Mis-classified messages not only diminish trust in the system but can also expose the end user to spam and phishing content. Customer Support representatives are often spending unproductive time assisting customers with message misclassification complaints that could be handled in a more streamlined fashion.

Cloudmark Feedback API

The Insight Feedback API provides a simple cloud-based REST API to submit feedback into Cloudmark Network Feedback System (CNFS). The feedback system helps update future categorization for the sample messages to improve the accuracy of the messaging security platform. Messages submitted via this API are reviewed by Cloudmark's automated systems to identify why a message was categorized taking into account the asserted category, along with assertions from other trusted submitters and honeypot accounts. This service helps us to improve our accuracy by reducing the number of false positives and false negatives.

Email messages in the following formats are supported for submission via the API:

- Internet Message (RFC 822/2822/5322), plain text format
- Microsoft "Outlook Message Format" (*.msg)

Cloudmark Insight Feedback API Solutions

Mailbox Service Providers

Integrate the Insight Feedback API directly into your helpdesk tools to enable customer support representatives to submit message samples into the Cloudmark Network Feedback System. This improves the message classification logic for improved accuracy and remediation false positives and negatives.

System Integrators

System integrators play a critical role in building and managing a fully functional integration between the various applications and components to ensure effectiveness of the messaging security solution for customers. Cloudmark Insight Feedback API can be leveraged to improve the accuracy for message classification. Accurate message classification not only enhances the customer experience but also reduces complaints

and call volumes for misclassified messages.

About Cloudmark

Cloudmark is a trusted leader in intelligent threat protection against known and future attacks, safeguarding 12 percent of the world's inboxes from wide-scale and targeted email threats. With more than a decade of experience protecting the world's largest messaging environments, only Cloudmark combines global threat intelligence from a billion subscribers with local behavioral context tracking to deliver instant and predictive defense against data theft and security breaches that result in financial loss and damage to brand and reputation. Cloudmark protects more than 120 tier-one service providers, including Verizon, Swisscom, Comcast, Cox and NTT, as well as tens of thousands of enterprises.

Americas Headquarters

Cloudmark, Inc.
San Francisco, USA

Europe

Cloudmark Europe Ltd.
London, UK

Paris

Cloudmark Labs
Paris, France

Japan

Cloudmark Japan
Tokyo, Japan