

Integrating Cofense Protect with Syncro

The integration of Cofense Protect and Syncro requires you to create a mailbox in Syncro. Upon detection of a phishing email, Cofense Protect sends an email to this mailbox, which triggers the creation of a service ticket in Syncro.

Step 1. Create a Mailbox in Syncro

To create a mailbox in Syncro:

1. In Syncro, open **Admin > Emails > Mailboxes (inbound email)**.
2. Complete the fields on the New Mailbox form. Set **Automatically Create Tickets from emails to this mailbox** to **Only for existing customers**.
3. Click **Create Mailbox**.
4. Click **Activate**.

For more information, see this Syncro article: <https://help.syncro.com/hc/en-us/articles/115002535494>

IMPORTANT: By default, Syncro emails customers upon ticket creation. To disable this setting, open **Admin > Tickets > Preferences > Additional Settings** and select **Tickets do not email initial issue by default**.

Step 2. Connect Cofense Protect to Syncro

To connect Cofense Protect to Syncro:

1. In Cofense Protect, open **Configuration > Integrations** and click the Syncro tab.
2. For **Incoming Syncro Mailbox**, type the email address of the newly created mailbox or the default Syncro email address (*companyname@syncroemail.com*).
3. Map the company to the company's preferred email contact. This information enables Cofense Protect to create a ticket for the company whenever a phishing incident is detected.

If you select **None**, Cofense Protect does not create a service ticket for the company.

