

Charlotte AI

Unify AI reasoning with human insight — accelerating outcomes across your entire security ecosystem.

Modern attacks demand an agentic defense

Adversaries are weaponizing AI to launch attacks at machine speed, automating every phase of the kill chain with ruthless precision. Overwhelmed by this speed, scale, and sophistication, defenders can't keep up.

What's needed is a new class of defense that helps security teams extend their reach, accelerate response, and reclaim an edge. That's the promise of agentic AI, where specialized agents are activated on demand to reason over rich cross-domain telemetry, adapt to the unexpected, and act at machine speed under human-defined guardrails.

CrowdStrike® Charlotte AI™ makes this a reality, delivering reasoning-powered orchestration. Acting as a mission-ready operator, Charlotte AI commands fleets of specialized agents — grounded in CrowdStrike's world-class expertise and gold-standard technologies — to scale security expertise and deliver outcomes at enterprise speed.

Built on the CrowdStrike Falcon® platform, Charlotte AI unifies the world's richest security data foundation with autonomous reasoning, natural language interaction, and complete human oversight. The result: precise, reliable, enterprise-scale defense at machine speed.

Over 98%
Accuracy of Charlotte AI-performed triage decisions, benchmarked against the expert decisions of Falcon Complete Next-Gen MDR¹

40+ hours
Average weekly time savings by automating detection triage with Charlotte AI²

75%
Faster answers with Charlotte AI's AI-powered chat interface³

¹ Accuracy rating is a measure of Charlotte AI triage decisions that match the expert decisions from the Falcon Complete Next-Gen MDR team.

² Calculated by multiplying the average number of alerts triaged by Charlotte AI by a 5-minute triage time per alert as estimated by the Falcon Complete Next-Gen MDR team. Individual results may vary based on factors such as total alert volume.

³ Results based on a survey of Charlotte AI early adopters. Individual results may vary.

Key benefits








- Scale impact with a customizable, mission-ready army of agents that span the Falcon platform
- Deploy expert-driven AI to triage and investigate at machine speed
- Interact intuitively in plain language with Charlotte AI
- Stay in control with built-in guardrails for accuracy, privacy, and safety

Key capabilities

Deploy Your Army of Agents

Offload work with a fleet of agents forged from CrowdStrike's gold-standard technologies. Surface exploitable risks, analyze malware, build smarter detection rules, and more. Multiply your team's impact with reasoning-powered automation grounded in the Falcon platform's expert-annotated, cross-domain telemetry.

Coming soon

-  Malware Analysis
-  Hunt
-  Exposure Prioritization
-  Data Transformation
-  Workflow Generation
-  Search Analysis
-  Correlation Rule Generation

Build Agents Tailored to Your Mission

Charlotte AI AgentWorks gives every analyst the power to design and deploy custom agents — no code, no AI expertise required. Tailor agents to your workflows and policies, natively connected to your data and hosted on a platform engineered for agentic defense at scale.

Coming soon

Collaborate in Real Time during Agentic Investigations

Charlotte AI accelerates investigations by auto-generating the questions a seasoned analyst would ask — and answering them in real time. Analysts can actively guide Charlotte AI, prioritizing lines of inquiry, injecting tribal knowledge, and authorizing trusted ecosystem agents to contribute cross-domain intelligence.

Triage with Battle-tested Expertise — at Machine Speed

Charlotte AI Detection Triage offloads hours of manual work, autonomously prioritizing alerts with +98% accuracy. Powered by the playbooks of **CrowdStrike Falcon® Complete Next-Gen MDR**, it filters out false positives, escalates what matters, and accelerates response.

Turn Prompts into Playbooks at the Speed of AI

Eliminate time-intensive cycles building automated workflows and brittle playbooks from legacy SOAR. Charlotte AI turns natural language prompts into agentic workflows in seconds. Activate AI reasoning and action across the SOC to tackle real-world complexity at machine speed.

Get Answers Using Conversational AI

Query your Falcon platform modules in plain language with large language model (LLM)-powered conversations. Surface real-time insights and request easy-to-read summaries, from adversary profiles to decoded commands. Standardize prompt engineering skills across your team with shareable **promptbooks** to collect, share, and reuse proven queries.

What features come with Charlotte AI?

Charlotte AI is included with select Falcon platform modules. Every customer can now access Charlotte AI to accelerate investigations, automate workflows, and simplify analysis.

Customers who need additional credits can purchase credit packs.

*** Eligible modules for platform access:** Falcon Insight XDR, Falcon Exposure Management, Falcon Cloud Security, Falcon Next-Gen SIEM, Falcon Adversary Intelligence, Falcon for IT

Charlotte AI Capability	Included with Supported Falcon Modules* (Limited monthly credits)	Included with the Charlotte AI Module (Credit allocation determined by customer endpoint volume)
Charlotte AI Conversations Natural-language querying	✓	✓
Charlotte AI-Powered Features Includes embedded features across Falcon modules (e.g, command-line explanations, etc.)	✓	✓
Charlotte AI Agentic Workflows LLM-powered Falcon Fusion SOAR workflows	✓	✓
Charlotte AI AgentWorks Build, deploy, and orchestrate agents <i>Coming soon</i>	✓	✓
Charlotte AI Agentic Detection Triage Triage analysis for endpoint, identity, and cloud detections		✓ Unlimited Detection Triage
Charlotte AI Agentic Response Asks and answers questions with expert judgment		✓

Deploy AI with confidence and control

Charlotte AI delivers machine-speed defense without sacrificing safety. Every interaction is safeguarded by built-in guardrails that keep humans firmly in control:

- **Bounded autonomy:** Users define what gets automated, when, and under what conditions. No surprises, no loss of control.
- **Trusted data:** Every response is grounded in validated Falcon platform data or user-defined data, not generic or public sources.
- **Traceable answers:** Each decision includes inspectable response details so teams can understand not just what Charlotte AI recommends but why.
- **Role-based access:** Charlotte AI respects Falcon's access controls, ensuring data and actions remain aligned with user permissions and organizational policy.

With these safeguards, security teams can operationalize agentic AI at scale with peace of mind, preserving accountability at every step.

See Charlotte AI in action

Watch the demo

About CrowdStrike

CrowdStrike (Nasdaq: CRWD), a global cybersecurity leader, has redefined modern security with the world's most advanced cloud-native platform for protecting critical areas of enterprise risk — endpoints and cloud workloads, identity and data.

Powered by the CrowdStrike Security Cloud and world-class AI, the CrowdStrike Falcon® platform leverages real-time indicators of attack, threat intelligence, evolving adversary tradecraft and enriched telemetry from across the enterprise to deliver hyper-accurate detections, automated protection and remediation, elite threat hunting and prioritized observability of vulnerabilities.

Purpose-built in the cloud with a single lightweight-agent architecture, the Falcon platform delivers rapid and scalable deployment, superior protection and performance, reduced complexity and immediate time-to-value.

CrowdStrike: We stop breaches.

Learn more: <https://www.crowdstrike.com/>

Start a free trial today: <https://www.crowdstrike.com/free-trial-guide/>

