# Charlotte AI

Accelerate security workflows and help every user — from novice to expert — become a power user of the CrowdStrike Falcon® platform

## Outpace modern adversaries with purpose-built conversational AI

Adversaries are reaching new heights of speed, stealth and sophistication, weaponizing breakthrough technologies. With the fastest eCrime breakout time dropping to less than 3 minutes in 2023,[1] security teams need to reclaim a speed advantage to move faster than adversaries and stop breaches.

Today's teams must also wrestle with the constraints of ongoing skills shortages and overwhelming levels of complexity across security operations. Modern security teams need to do much more with much less, scaling analyst output while upleveling junior analysts to operate with the speed and proficiency of seasoned experts.

CrowdStrike® Charlotte AI™ is a force multiplier for modern security teams, enabling analysts to get fast answers to real questions and surface information from across the Falcon platform in seconds with simple, plain-language questions. Fueled by cutting-edge generative AI, Charlotte AI is an AI assistant that enables organizations to get the answers they need in minutes — or even seconds — so they can make faster, more accurate decisions.

## Key benefits

- Get fast, actionable answers to plain-language questions
- Scale analyst output by compressing hours of work into minutes — or even seconds
- Elevate new or novice users to operate the Falcon platform like seasoned analysts
- Automate repetitive and tedious tasks

[1]CrowdStrike 2024 Global Threat Report

## Key product capabilities

### Intuitively designed to fuel the AI-native SOC

- **Get fast answers to simple, plain-language questions:** Charlotte AI leverages advanced natural language processing and best-of-breed large language models (LLMs) to answer user questions using real-time telemetry from the Falcon platform.

- **Accelerate security workflows to reclaim speed supremacy:** Charlotte AI is purpose-built to fuel security workflows, drawing on CrowdStrike's unmatched expertise in security operations to semantically understand analyst context and provide timely, actionable insight.

- **Democratize mastery of the Falcon platform:** Help users of all skill levels elevate their ability to stop breaches with the Falcon platform, minimizing cycles of erratic guesswork and turbocharging analyst output.

### Extensible architecture built on the industry-leading, AI-native Falcon extended detection and response (XDR) platform

- **State-of-the-art generative AI designed to unlock productivity gains:** Extract frictionless insights from the modules of the Falcon platform and compress time-intensive workflows for faster, more accurate decision-making.

- **Optimized performance through a multi-AI agent approach:** Charlotte AI leverages rigorously tested best-of-breed industry LLMs and smaller-language models. These models have been fine-tuned to perform diverse security tasks with speed and accuracy.

- **Engineered for operational resilience:** Charlotte AI's multi-AI agent approach and use of trusted partner technologies — like Amazon Bedrock — enable organizations to optimize performance while implementing guardrails to protect end users from the risks of overexposure to any individual model
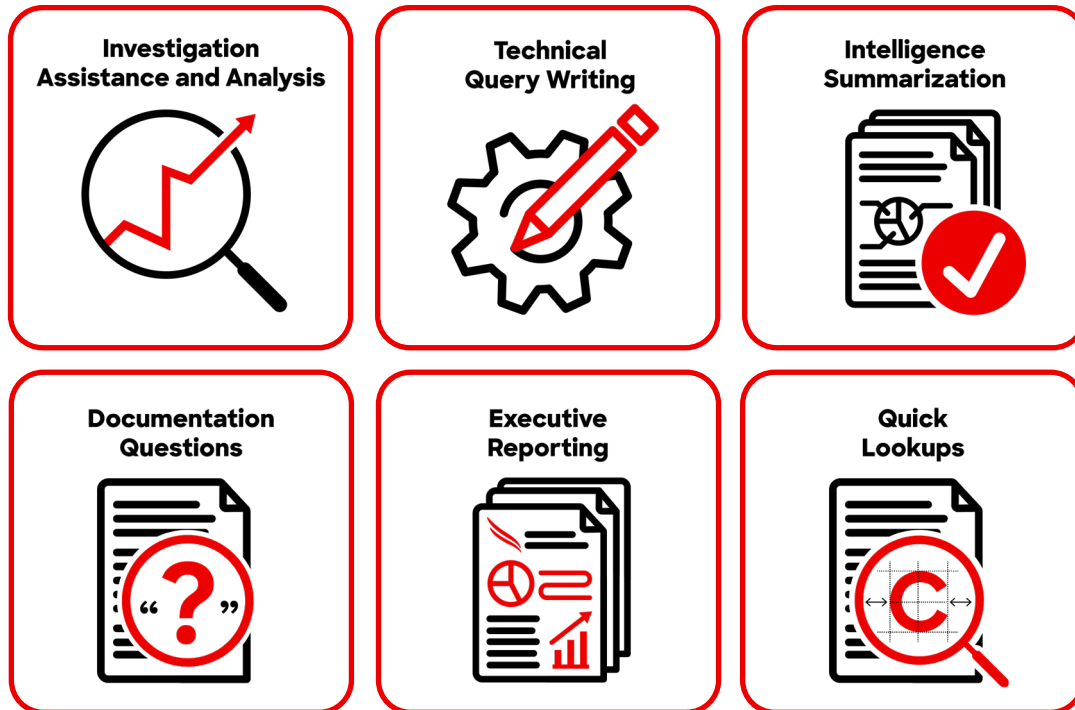
### Designed for responsible generative AI

- **Built-in buffers to insulate users from AI hallucinations:** Charlotte AI only uses the high-fidelity data from the Falcon platform, providing safeguards against data poisoning and hallucinations with nonexistent or inaccurate data.

- **Answer auditing for accuracy and transparency:** Every Charlotte AI answer is inspectable, enabling end users to trace underlying data sources and verify the exact parameters applied to construct answers.

- **Role-based access control (RBAC) to prevent unauthorized exposure:** Charlotte AI respects a user's existing role-based access policies instituted in their Falcon environment and operates within their role's assigned privileges. Charlotte AI cannot access data, modules or capabilities that users don't already have access to.

> **"There's a reason we have playbooks and proactively write everything down. I've been in the trenches and seen people freeze in an incident, completely blanking on how to write a query. Being able to use plain language can be very useful in these moments."**
>
> **— Jason Waits,**
> CISO, Inductive Automation

## Common Use Cases for Charlotte AI:

**Investigation Assistance and Analysis**

**Technical Query Writing**

**Intelligence Summarization**

**Documentation Questions**

**Executive Reporting**

**Quick Lookups**

## 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.

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**Learn more**
about Charlotte AI