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CrowdStrike Products
Data Sheet

Charlotte AI

Unify AI reasoning with human insight, accelerating outcomes across your entire security system

Modern attacks demand an agentic defense

Adversaries are weaponizing AI to launch attacks at machine speed, automating phases 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. With an agentic SOC, security teams can deploy fleets of specialized agents that reason, decide, and act at machine speed, always under human control.

CrowdStrike® Charlotte AI™ is the brain of your agentic SOC, powering mission-ready agents across the CrowdStrike Falcon® platform. Charlotte AI enables security teams to command their agents — including turnkey agents or custom-built agents — to operate at the speed and scale of AI.

Over 98%
Triage accuracy, benchmarked against Falcon Complete analysts[2]

40+ hours
Average weekly time savings by automating detection triage with Charlotte AI[3]

70%
Reduced manual work during investigations[4]

Key benefits

- Scale impact with a mission-ready army of agents that span the Falcon platform
- Scale elite judgment to triage and investigate at machine speed
- Interact intuitively with Charlotte AI
- Stay in control with built-in guardrails for accuracy, privacy, and safety
- **FedRAMP High certified**[1]

[1] FedRAMP High Certification applies as of March 2026 to select Charlotte AI features: natural language conversations, Detection Triage Agent, Response Agent, and "LLM-Completion" actions in CrowdStrike Falcon® Fusion SOAR.

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

[3] Time savings represents the amount of time an analyst would have spent triaging the average number of customer detections but can now use that time for other skilled work while Charlotte AI triages the detections. Individual results may vary based on factors such as total alert volume.

[4] Based on a Charlotte AI customer case study. Individual results may vary.

Key capabilities

Accelerate Your Team with Falcon-Native Agents

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

CrowdStrike agents are available through supported modules.

Build Custom Agents with Charlotte AI AgentWorks

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.

Available for early access.

Orchestrate Outcomes with Charlotte Agentic SOAR

Command your agentic fleet by combining the precision of deterministic automation with the adaptability of agentic reasoning. Charlotte Agentic SOAR delivers the next evolution of security automation, enabling analysts to orchestrate agents and actions across operations, always under analyst command.

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.

Key features of the Charlotte AI module

Conversations: Use natural-language querying through the Falcon console's global navigation and the Charlotte AI module. Includes prompts issued through promptbooks.

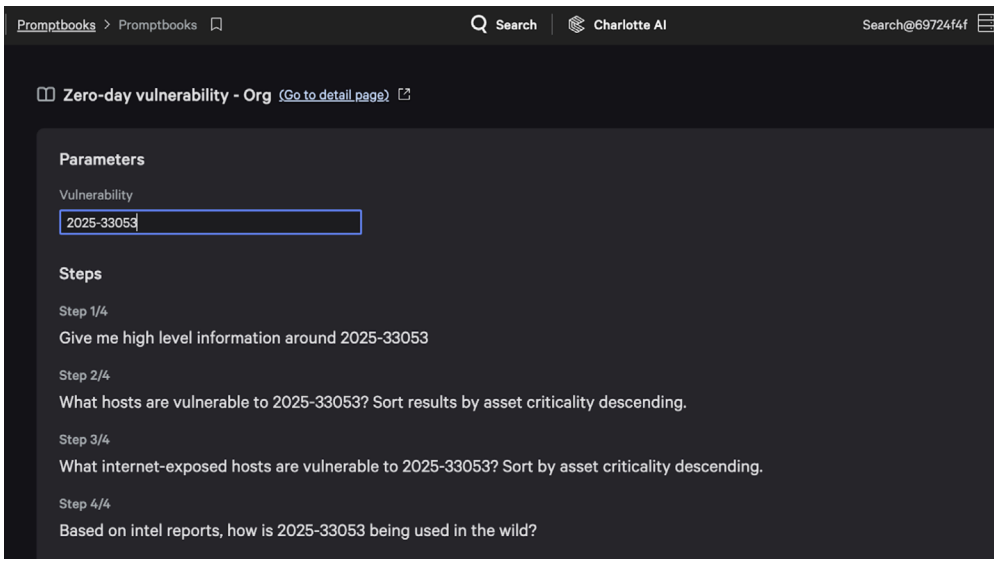


Figure 1. Charlotte AI enables uses to interact with their Falcon data in plain language.

Embedded Features: Select AI-powered capabilities are included through other modules, such as:

- Live Asset Querying in CrowdStrike Falcon® for IT
- Incident Investigations in CrowdStrike Falcon® Next-Gen SIEM
- Command-Line Explanations in CrowdStrike Falcon® Insight XDR
- Cloud Asset Search in CrowdStrike Falcon® Cloud Security
- CVE Explanations in CrowdStrike Falcon® Exposure Management

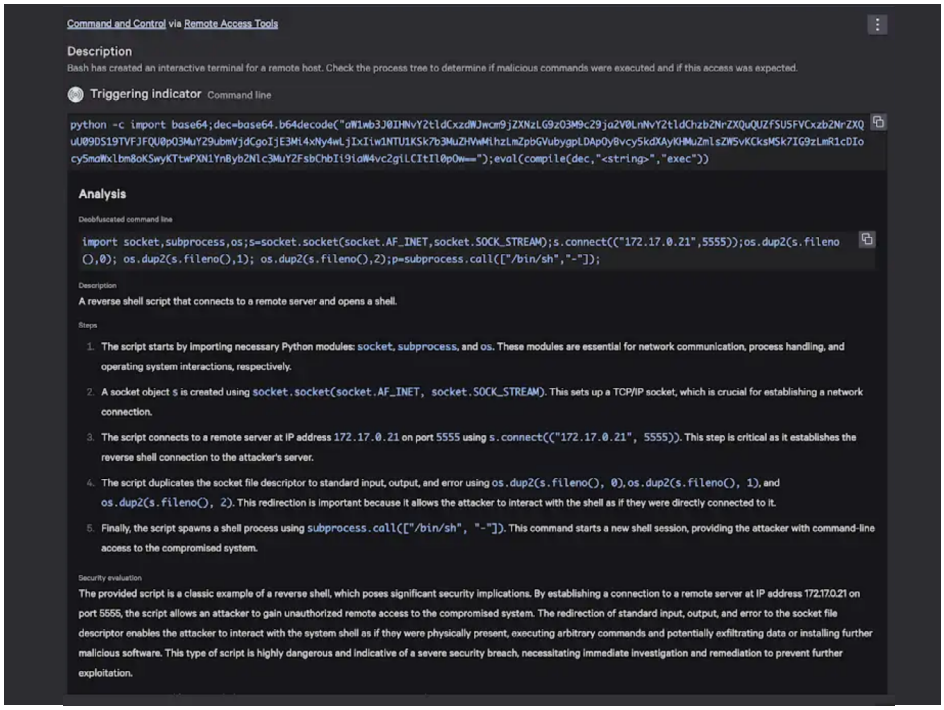


Figure 2. Charlotte AI is shown generating command-line explanations within Falcon Insight XDR.

Charlotte AI Detection Triage Agent: Automatically triage endpoint, identity, and cloud detections. Surface real threats and prioritize only what matters.

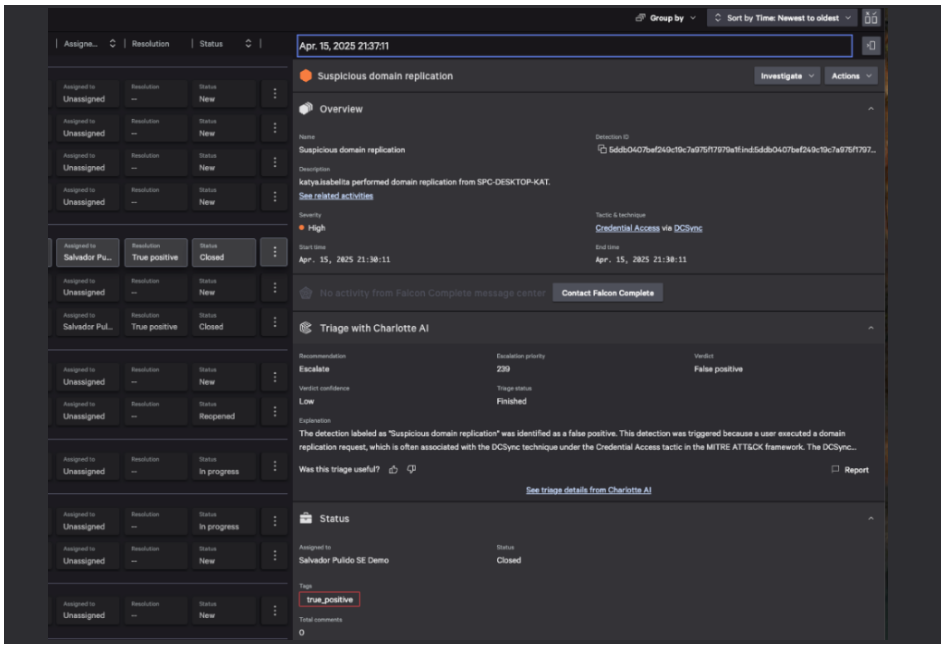


Figure 3. Charlotte AI's Detection Triage Agent analyzes and classifies a detection, explaining its reasoning and delivering a recommendation.

Charlotte AI Response Agent: Drive investigations with expert-level reasoning, auto-generating and answering guiding questions using your organization's Falcon modules.

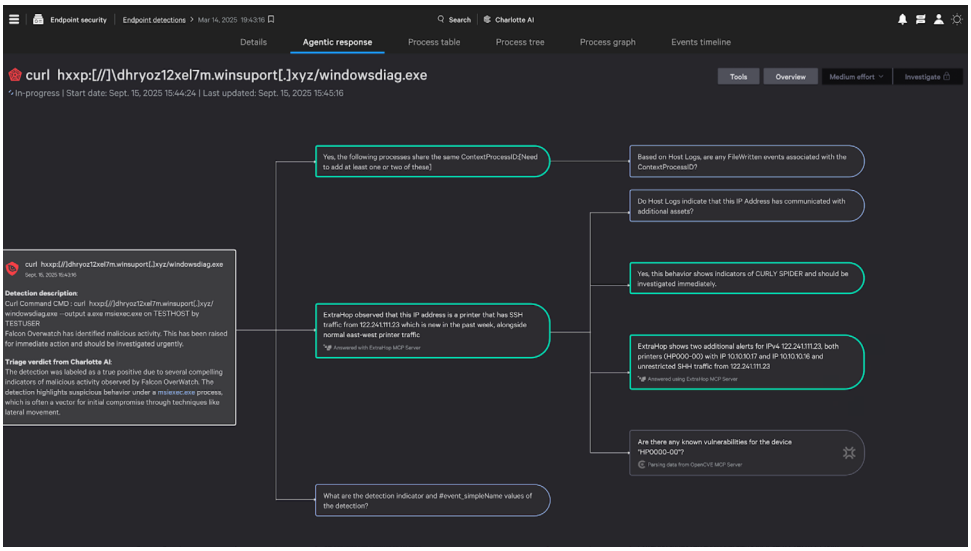


Figure 4. Charlotte AI's Response Agent drives investigations on the user's behalf, asking and answering successive questions.

Charlotte AI Agentic Workflows: Activate LLM inferencing in CrowdStrike Falcon® Fusion SOAR workflows.

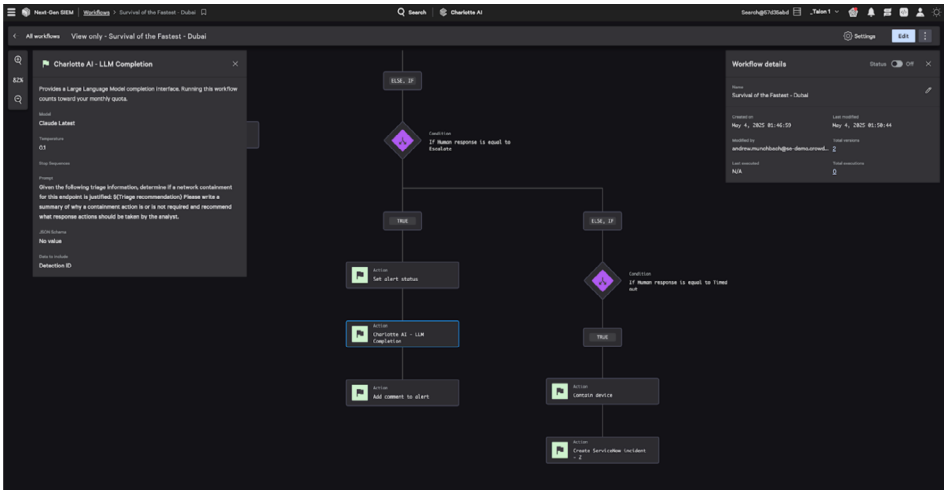


Figure 5. Charlotte AI Agentic Workflows enables security teams to perform LLM inferencing in Falcon Fusion SOAR workflows

Charlotte Agentic SOAR: Orchestrate agents with the predictability and control of security automation, using Falcon Fusion SOAR.

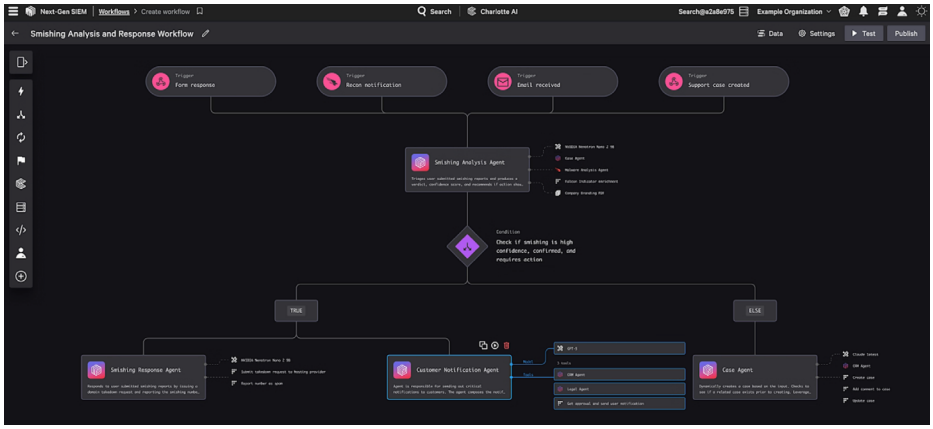


Figure 6. Charlotte Agentic SOAR unites agents and automation to deliver adaptable defense.

Learn more about Charlotte AI's mission-ready agents.

Deploy AI with confidence and control

Charlotte AI has achieved ISO/IEC 42001:2023 certification for AI governance, validating CrowdStrike's commitment to the responsible development and operation of AI-native security. 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 is governed by role-based 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

Ready to try Charlotte AI?

Talk to your account team to sign up for a 4-week trial.

Forward-Looking Statements

This data sheet includes descriptions of products, features, or functionality which may not be currently generally available. Any such references are provided for information purposes only. The development, release, and timing of all features or functionality remain at CrowdStrike's sole discretion and may change without notice. These statements are subject to risks, uncertainties, and assumptions that may cause actual results to differ materially from those expressed or implied. Customers should make purchasing decisions based only on services and features that are currently generally available. For more information on existing offerings, please talk to your CrowdStrike representative.

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/

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