



DOT

FREQUENTLY ASKED QUESTIONS



1 What is DOT?

DOT is Ctrack's AI-powered assistant within Crystal. Version 1 is designed to help users get answers to everyday "how do I?" questions and navigate Crystal workflows more easily.

2 What can I ask DOT?

You can ask DOT questions about using Crystal, such as:

- How do I create a group?
- Where do I find Replay?
- How do I generate a report?
- How do I add an operator?

DOT uses approved Crystal knowledge to provide relevant guidance.

3 Where can I find DOT?

DOT is built into the Crystal experience. Availability is being progressively rolled out across Crystal customers.

4 Is DOT a chatbot?

DOT uses conversational AI, but it has been designed specifically around Crystal terminology, knowledge and workflows. It is not a general-purpose chatbot.

5 How does DOT know the answer?

DOT uses AI to understand your question and generate a helpful response based on approved Crystal knowledge sources, including help content, manuals, tested workflows and support information.

6 Does DOT have access to my fleet data?

Not as part of the initial help-focused release. Version 1 uses approved Crystal knowledge to answer questions about using the platform. Deeper integration with Crystal data and analytics is part of the future roadmap.

7 Can DOT analyse my fleet or predict what will happen?

Not in Version 1. DOT currently focuses on help and workflow guidance. Future releases are planned to expand towards fleet analytics, anomaly detection and predictive capabilities.

8 Can DOT perform actions in Crystal for me?

Not currently. Version 1 provides guidance rather than autonomous actions. Controlled Crystal actions form part of the longer-term roadmap.

9 What happens if DOT doesn't know the answer?

DOT knows when it needs some help too. If DOT cannot answer a question, the DOT helpdesk provides a route for escalation so that the appropriate Ctrack support team can assist.

10 Does DOT replace Ctrack support?

No. DOT provides another way to access help for everyday Crystal questions. Human support remains part of the experience, particularly where a question requires further assistance or escalation.

SAME **PLATFORM.**
MORE **POSSIBILITIES.**

VERSION 1
Available Now



HELP
Answers today



UNDERSTAND
Guidance and how-to

THE DOT JOURNEY

Version 1 is just the beginning. Over time, DOT will evolve to unlock even greater value from your fleet data.

Available Now (Version 1)



HELP

Answers today



UNDERSTAND

Guidance and how-to

Our Roadmap (Coming soon)



ANALYSE

Insights from your data



PREDICT

Anticipate what's next



ACT

Turn insights into action

11 How is customer information protected?

DOT is designed to operate within appropriate Crystal access, security and governance controls. Customer data should only be used where the user is authorised, and appropriate tenant separation must prevent one customer's information from being exposed to another. Customer data is not used to train external AI models.

12 Is DOT available to every Crystal customer?

DOT is being introduced through a progressive rollout rather than enabling every capability for every customer at once. This allows us to learn from customer interaction, improve the experience and progressively expand availability.

13 Is there an additional charge for DOT?

The planned approach for Version 1 is to progressively make the initial DOT help experience available to Crystal customers at no additional charge. (Please confirm final commercial position before external distribution.)

14 What role does Databricks play in DOT?

For Version 1, DOT is primarily focused on Crystal help and workflow guidance. Databricks is expected to provide an important data intelligence layer for future DOT capabilities, including deeper analytics and predictive intelligence.

15 Is this the finished version of DOT?

No. This is Version 1. DOT starts with a practical objective: making Crystal knowledge and workflow guidance easier to access. The broader roadmap is to evolve from help and guidance towards deep fleet intelligence.

16 What will DOT be able to do in future?

The current roadmap includes capabilities such as:

- Fleet analytics and performance insights
- Driver behaviour insights
- Cost and usage anomaly detection
- Predictive insights
- Customer-specific recommendations
- Controlled Crystal actions
- Operator and event monitoring
- Voice and avatar interaction

These are roadmap capabilities and are not all available in Version 1.

17 Why has Ctrack launched DOT?

As Crystal continues to evolve, customers have access to increasingly sophisticated functionality. DOT introduces a more conversational way of accessing that capability, helping users focus on what they want to know or do. Version 1 starts by making help easier to access.

18 What's the easiest way to understand DOT?

Just ask. Today, DOT helps answer questions about using Crystal. Tomorrow, the ambition is considerably bigger.

VERSION 1

Available Now

ONE DOT. A LOT MORE TO COME.