



MEET DOT

Your AI-powered assistant within Crystal.

Ask. Get guidance. Keep moving.



Simpler.



Faster.



Smarter.



Together.



WHAT IS DOT?

DOT is Crack's AI-powered assistant within Crystal, designed to help users quickly find answers, navigate features and complete everyday tasks. Powered by trusted Crystal knowledge, DOT makes it easier for your team to get more from the platform — right where you work.

SAME PLATFORM.
MORE POSSIBILITIES.

WHAT CAN DOT DO TODAY?

DOT (**Version 1**) focuses on helping users with Crystal functionality, including:

1

Find features

Quickly locate tools and settings in Crystal.

2

Step-by-step guidance

Get clear instructions on how to perform common tasks.

3

Product knowledge

Access information on Crystal features and workflows.

4

Troubleshoot issues

Get help with common questions and errors.

5

User and operator support

Understand user roles, permissions and setup.

6

Connect to people

When DOT can't answer, it links you to the DOT Helpdesk for further assistance.

WHAT DOES THIS MEAN FOR YOU?



Save time

Get answers without searching through help files or manuals.



Work with confidence

Navigate Crystal easily and reduce guesswork.



Increase productivity

Keep moving, with the right guidance at your fingertips.



Enable your team

Empower users with on-demand support, anytime.

THE DOT ROADMAP

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



HELP

Answers today



UNDERSTAND

Guidance and how-to



ANALYSE

Insights from your data



PREDICT

Anticipate what's next



ACT

Anticipate what's next