A real customer-by-customer journey.

One customer, one journey: new or returning, from drop-off to handover.

WHAT THIS IS

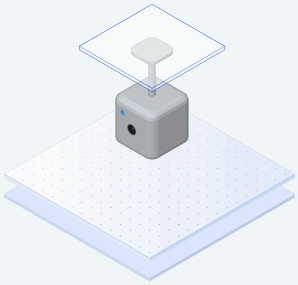
Pulses.ai is a UAE-born Physical Intelligence company.

For after-sales teams: a job card follows the car, not the customer.

SEE
Pulses Vision over lanes and lounge

UNDERSTAND
Unique visits, drop-off to handover

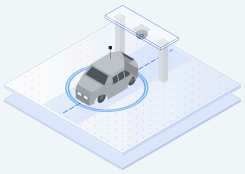
ACT
Late cars flagged early



THE SERVICE DAY

A job card follows the car. Not the customer in the lounge, waiting for it. How long each customer has waited is guessed, not seen. A returning customer is greeted like a stranger. A bay running late is noticed when the customer calls.

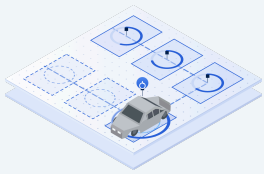
HOW IT WORKS — FROM DROP-OFF TO HANDOVER



01

One customer, one journey

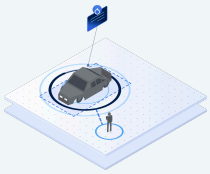
From the lanes to the lounge, Pulses Vision devices understand visits, waiting times and mood. One customer, one journey: new or returning, from drop-off to handover.



02

Against the time promised

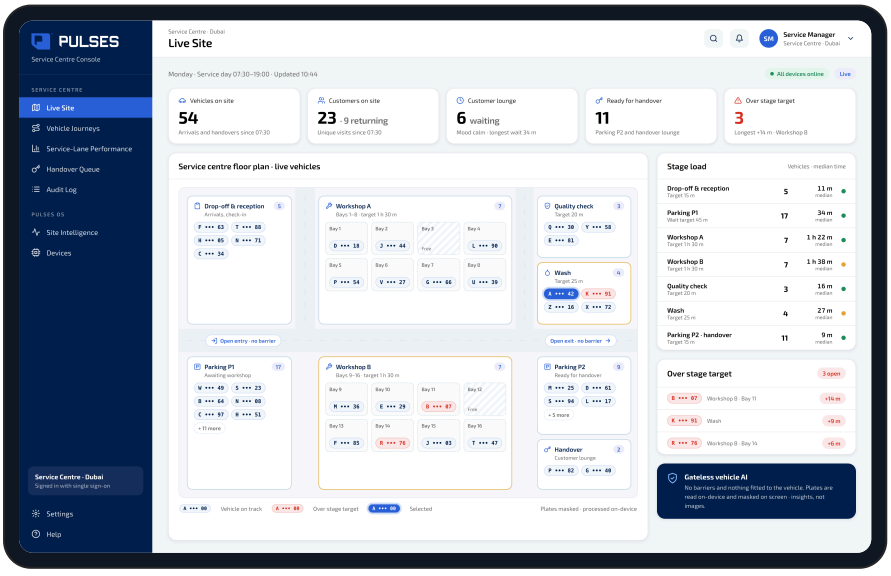
With no gate, each car is timed against the time promised, from reception and Workshop A to the wash and the handover desk.



03

Late cars, flagged early

A car over its stage target in Workshop B is flagged to the service advisor.



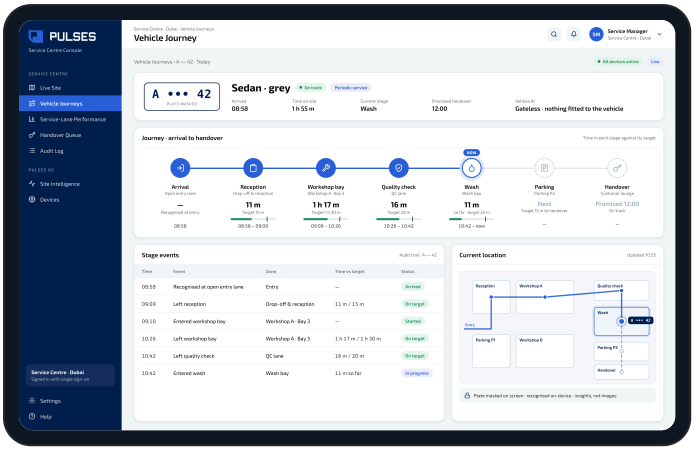
Live Site in Pulses OS: customers on site, new and returning, the lounge wait and mood, and the cars in each zone.

NEW OR RETURNING, ON ARRIVAL.

Live Site
customers on site, new and returning, and the cars in each zone

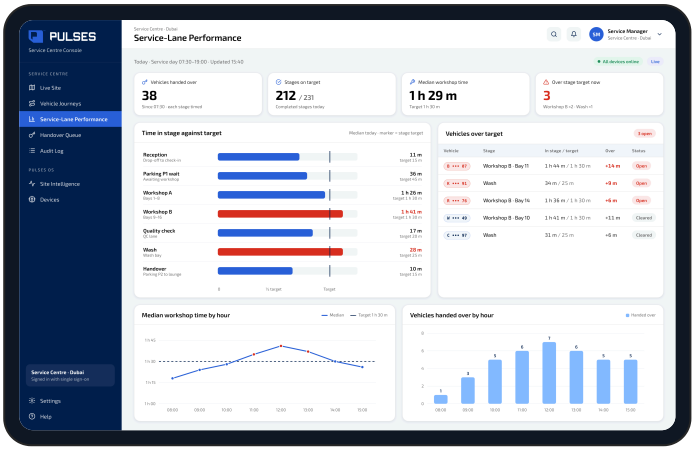
Vehicle Journey
one car from drop-off to handover, against the time promised

Service-Lane Performance
time in stage against target, and the cars over target, by bay



Drop-off to handover.

Vehicle Journey: one car from drop-off to handover, each stage against the time promised.



Late cars, flagged early.

Service-Lane Performance: which lane is running late, while there is still time to act.

THE LOUNGE, UNDERSTOOD

Waiting times and lounge mood, per zone and hour.

- **The wait.** Each customer's wait, from the key at reception to the handover desk.
- **The mood.** Lounge mood per zone and hour, with no surveys.
- **The welcome.** When a returning customer arrives, your advisor can welcome them like one.

Anonymous Unique FaceID: made on the device, can't be turned back into a picture, no personal data.

HOW IT RUNS ON SITE

- Pulses Vision devices cover the entry lanes, reception, the workshop bays, the wash and the lounge. Nothing is fitted to the car and nothing stands in the lane.
- Pulses OS times each stage against its own target and flags the cars running over it to the service advisor.
- It runs on Pulses Cloud, in your own Microsoft Azure tenant, or on the Pulses Appliance on your premises, with single sign-on for your team.
- Processing happens on the device. Plates are masked on screen: insights, not images.

PROOF

At AGMC,

~15%

more service-lane throughput

Published by Microsoft, 2023

Gateless vehicle AI across the dealer's workshops and parking areas, with full vehicle journeys and visibility per workshop.

NEXT STEP

From your lounge to your lanes. We'll show you one customer's journey at a service centre like yours.

Book a walkthrough — pulses.ai/demo

See the full showcase, with the film, the screens and the deck: **pulses.ai/use-cases/automotive-service** (scan the QR code). **info@pulses.ai**

Scan for the showcase

DEPLOYED AT AGMC

BUILT ON Microsoft NVIDIA