PULSES

AI for the physical world.

SERVICE CENTRES

One customer, one journey.

Each customer's visit, from the door to the counter, new or returning.

PULSES

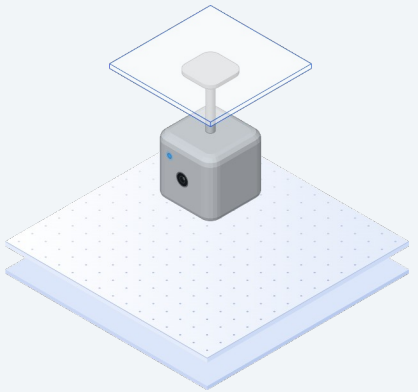
AI for the physical world.

WHAT THIS IS

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

Pulses.ai builds Physical Intelligence for enterprises and government: edge-AI Vision Devices, designed and made in the UAE, that turn physical spaces — venues, stations, showrooms, service centers — into live, actionable insight. All processing happens on the device; only anonymous metadata leaves. See. Understand. Act.

For service centres: tickets show the service, not the visit.



SEE

Pulses Vision on the ceiling

UNDERSTAND

Unique visits, door to counter

ACT

Bad visits flagged for review

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THE PROBLEM

A ticket shows the service.

Not the journey around it: the wait, the walk, the second visit.

The wait before the counter.

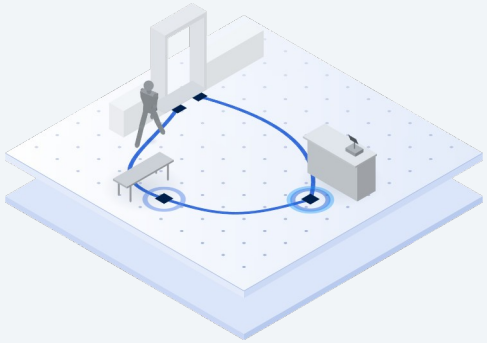
Where a customer waited, and for how long, stays off the ticket.

The customer who comes back.

A second visit for the same service looks like a new ticket.

HOW IT WORKS

Door to counter, visit by visit.



01

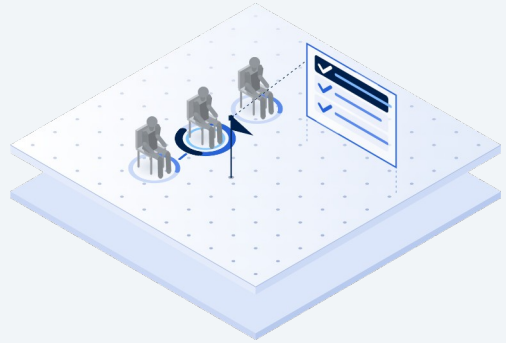
One customer, one journey

A Vision device on the ceiling understands each visit, from the door to the counter. New or returning, across visits.

02

Where they waited

Each zone and each counter is counted on its own, busy or idle. So you see how long a service really takes.



03

Flagged for review

When a visit runs past your standard, it is flagged for your team. The service-quality team reviews it the next day.

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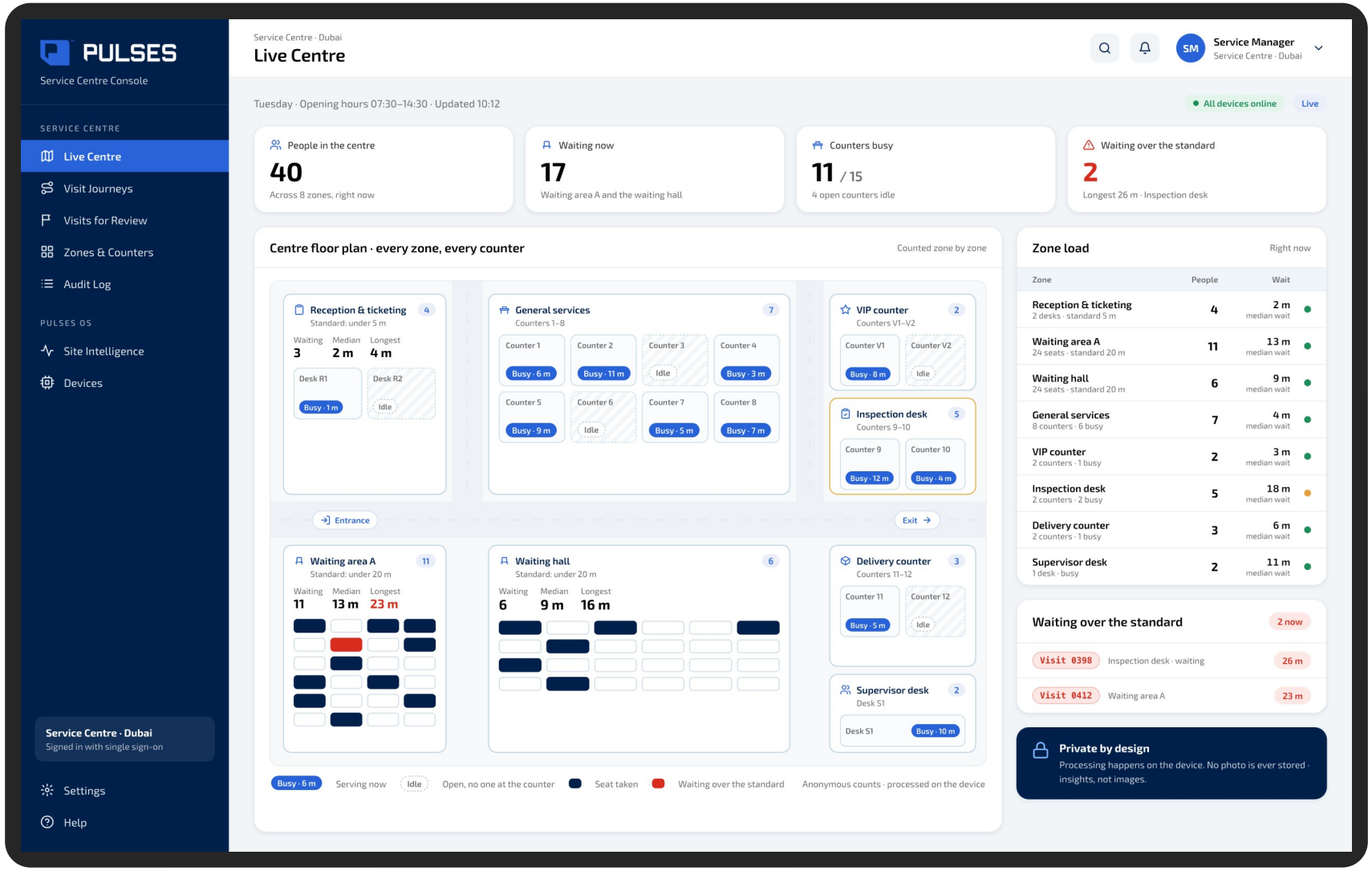
PULSES OS

Live Centre

Busy counters. Idle counters.

- Each zone and each counter as its own tile
- Busy, idle, waiting now



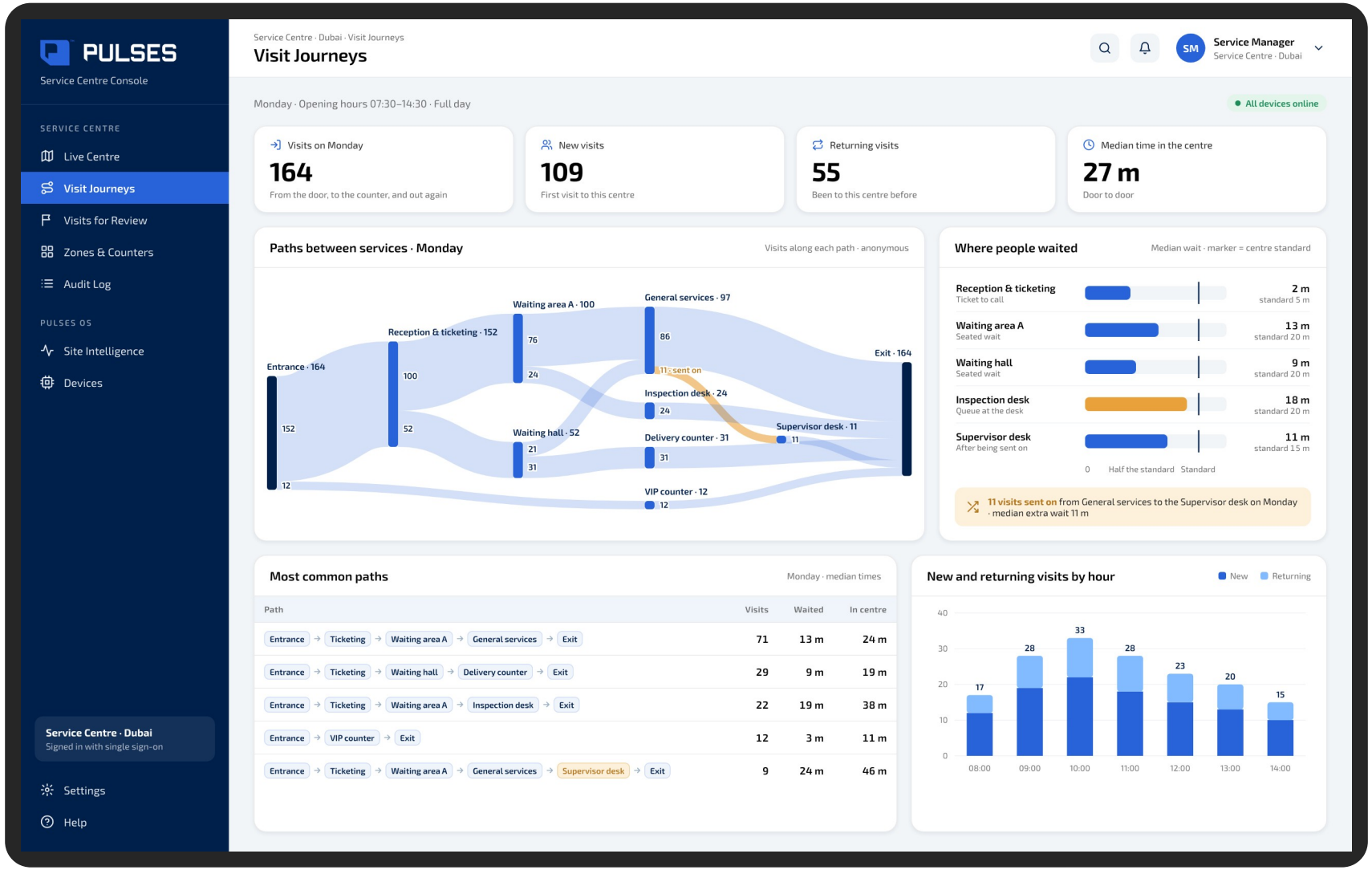
PULSES

PULSES OS

Visit Journeys

New or returning, door to counter.

- One customer, one journey: new or returning
- Where they waited, and for how long
- Anonymous Unique FaceID: made on the device, with no personal data



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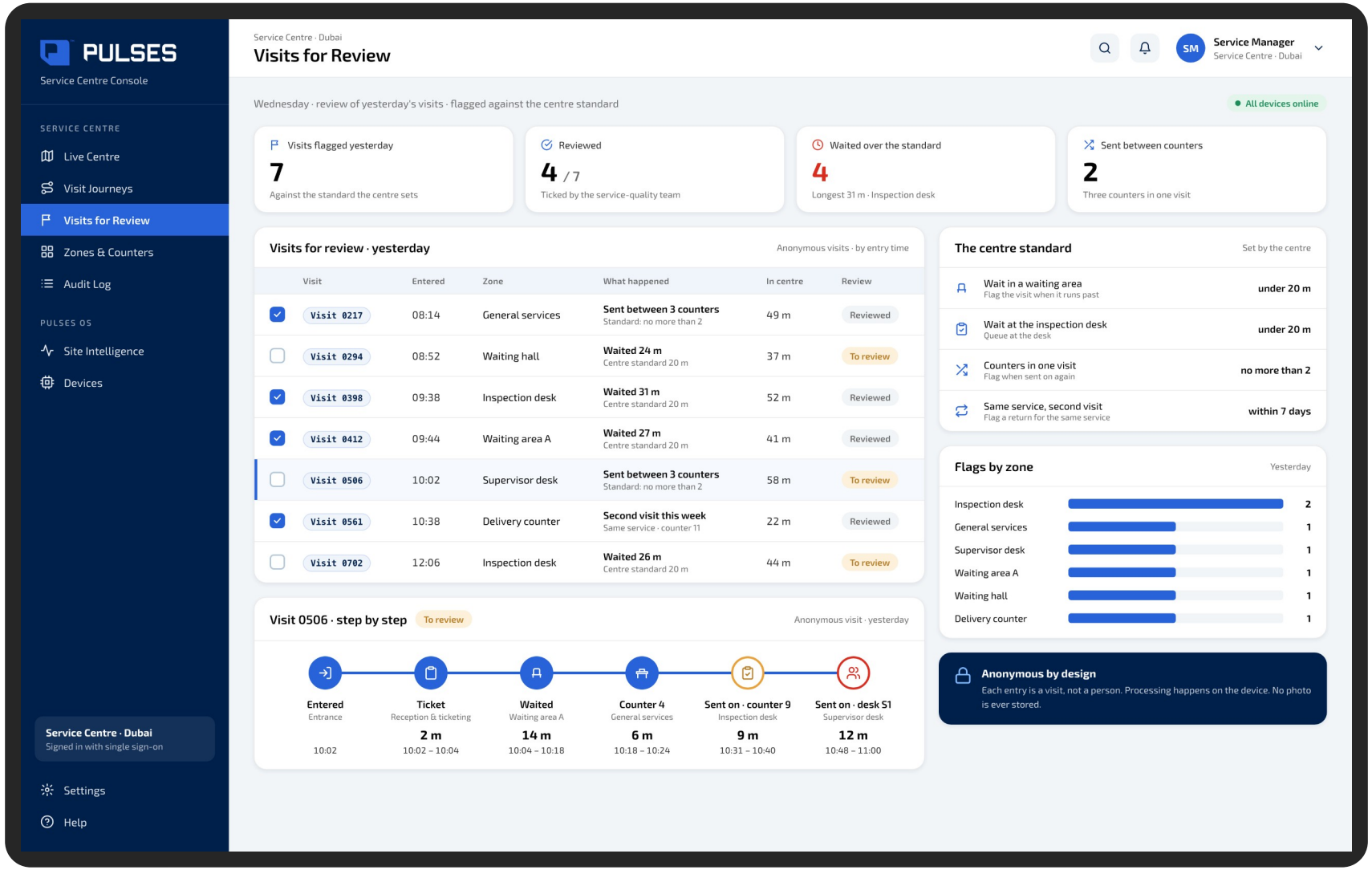
PULSES OS

Visits for Review

Bad visits, flagged for review.

- Waits past the centre standard
- Sent between counters, or back for the same service
- Ticked off by the service-quality team



PROOF

150 million+

journeys counted across Pulses deployments

Anonymous platform total

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PRIVACY

Private by design.

- Processing happens on the device.
- Anonymous Unique FaceID can't be turned back into a picture.
- No photo is ever stored.
- Only anonymous metadata leaves the device.
- Runs in your own tenant or fully on-premise.

Insights, not images.

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NEXT STEP

See one customer's journey.

A real customer-by-customer journey.

Book a walkthrough — pulses.ai/demo

The full showcase, with the film:
pulses.ai/use-cases/service-centres

Scan for the showcase

Deployed at

هيئة الطرق والمواصلات
ROADS & TRANSPORT AUTHORITY
RTA

شرطة دبي
DUBAI POLICE

Built on

Microsoft

NVIDIA

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