

SERVICE CENTRES

Know how every visit really went.

For service authorities and branch networks: the whole visit, from the door, to the counter, and out again.



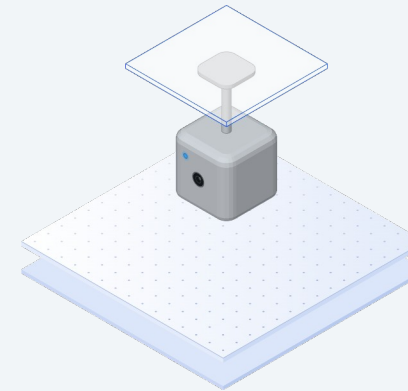
WHAT THIS IS

Pulses.ai is a UAE-born Physical Intelligence company: AI that understands your physical world.

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.

The Operating System for the Physical World

For service centres: complaints arrive after the visit.

**SEE**

Pulses Vision on the ceiling

UNDERSTAND

Every zone and counter, understood

ACT

Bad visits flagged for review

THE PROBLEM

The complaint arrives after the visit.

Service centres measure tickets and transactions. People come in. They move around. They wait. Then they leave.

The wait nobody measures.

Tickets show when a service ended. They do not show where people waited, or for how long.

The visit that went badly.

You hear about it when the complaint arrives, not when it happened.



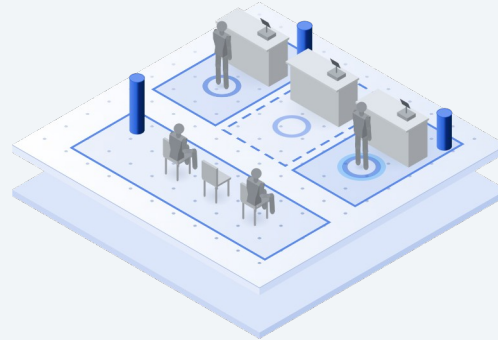
HOW IT WORKS

The whole visit, zone by zone, counter by counter.



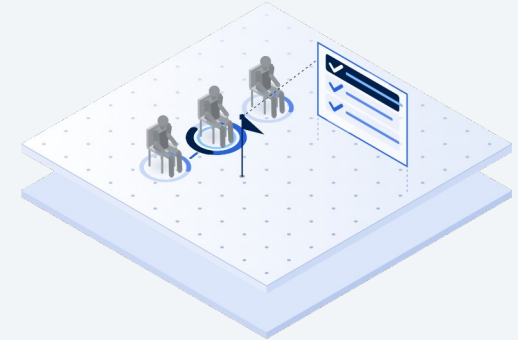
The whole visit

From the door, to the counter, and out again. People come in, move between services, wait, and leave; Pules Vision Devices understand the visit as it happens, on the device.



Every zone, every counter

Every zone and every counter counted on its own: which were busy, which were idle, the path people took between services, where they waited and for how long, who was new and who came back.

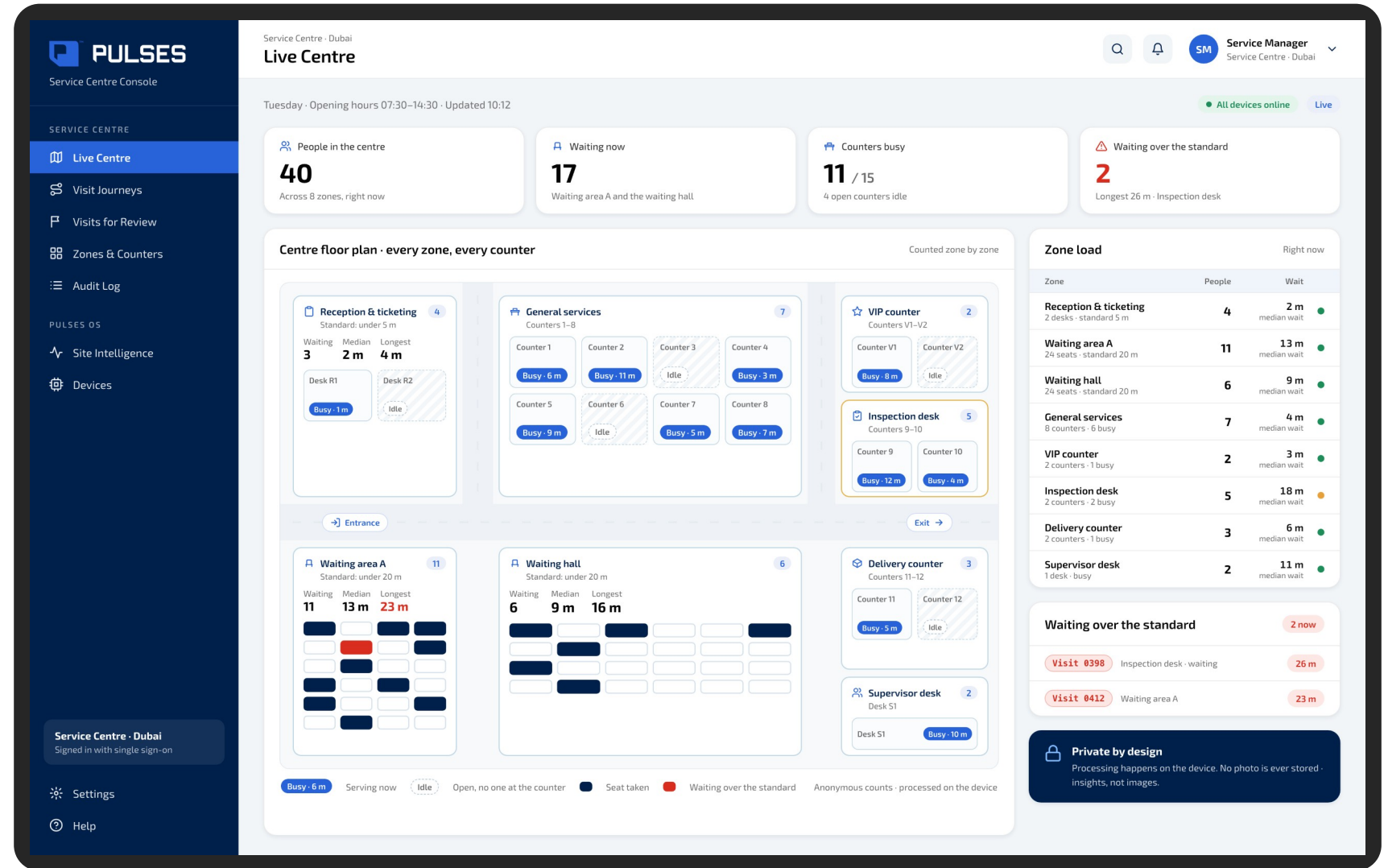


Flagged for review

When a visit goes badly, it is flagged. The team reviews it the next day, against the standard the centre sets.

Busy counters. Idle counters.

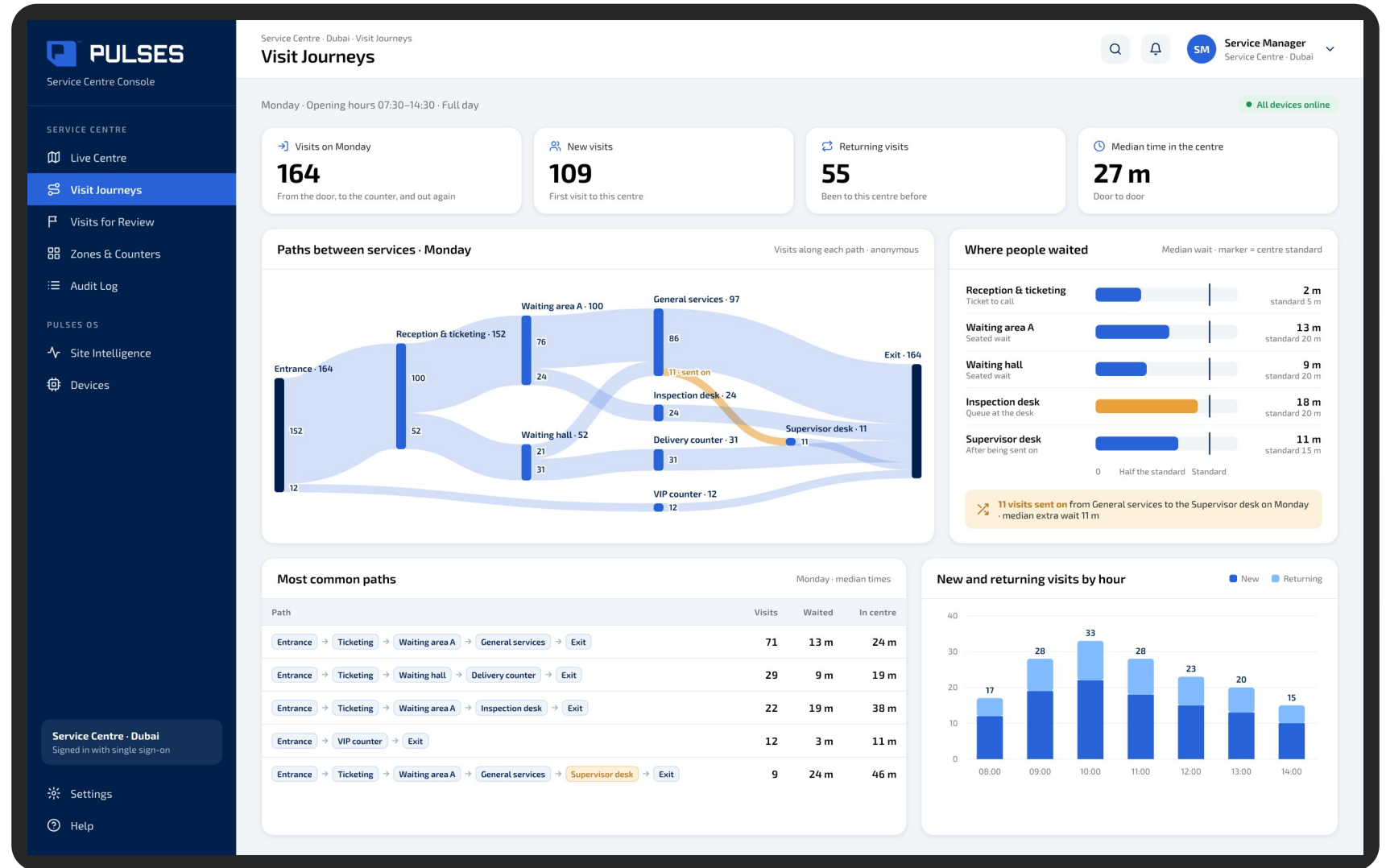
- Every zone and every counter as its own tile
- Busy, idle, waiting now



Visit Journeys

The path between services.

- Where people waited, and for how long
- New and returning visits



PULSES OS

Visits for Review

Bad visits, flagged for review.

- The visits that went badly, anonymous
- By entry time and zone, with review ticks
- Against the standard the centre sets



Service Centre Console

- SERVICE CENTRE
 - Live Centre
 - Visit Journeys
 - Visits for Review**
 - Zones & Counters
 - Audit Log
- PULSES OS
 - Site Intelligence
 - Devices
- Settings
- Help

Service Centre - Dubai

Visits for Review

Wednesday - review of yesterday's visits - flagged against the centre standard

Visits flagged yesterday

7

Against the standard the centre sets

Reviewed

4 / 7

Ticked by the service-quality team

Waited over the standard

4

Longest 31 m - Inspection desk

Sent between counters

2

Three counters in one visit

Visits for review - yesterday

Anonymous visits - by entry time

Visit	Entered	Zone	What happened	In centre	Review
☒ Visit 0217	08:14	General services	Sent between 3 counters Standard: no more than 2	49 m	Reviewed
☐ Visit 0294	08:52	Waiting hall	Waited 24 m Centre standard 20 m	37 m	To review
☒ Visit 0398	09:38	Inspection desk	Waited 31 m Centre standard 20 m	52 m	Reviewed
☒ Visit 0412	09:44	Waiting area A	Waited 27 m Centre standard 20 m	41 m	Reviewed
☐ Visit 0506	10:02	Supervisor desk	Sent between 3 counters Standard: no more than 2	58 m	To review
☒ Visit 0561	10:38	Delivery counter	Second visit this week Same service - counter 11	22 m	Reviewed
☐ Visit 0702	12:06	Inspection desk	Waited 26 m Centre standard 20 m	44 m	To review

Visit 0506 - step by step

To review

Anonymous visit - yesterday

Entered Entrance

Ticket Reception & ticketing

Waited Waiting area A

Counter 4 General services

Sent on - counter 9 Inspection desk

Sent on - desk 51 Supervisor desk

10:02

10:02 - 10:04

10:04 - 10:18

10:18 - 10:24

10:31 - 10:40

10:48 - 11:00

2 m

14 m

6 m

9 m

12 m

The centre standard

Set by the centre

- Wait in a waiting area
Flag the visit when it runs past
under 20 m
- Wait at the inspection desk
Queue at the desk
under 20 m
- Counters in one visit
Flag when sent on again
no more than 2
- Same service, second visit
Flag a return for the same service
within 7 days

Flags by zone

Yesterday

Inspection desk	2
General services	1
Supervisor desk	1
Waiting area A	1
Waiting hall	1
Delivery counter	1

Anonymous by design

Each entry is a visit, not a person. Processing happens on the device. No photo is ever stored.

PROOF

150 million+

journeys counted across Pulses deployments

Anonymous platform total

PRIVACY

Private by design.

- Processing happens on the device.
- No photo is ever stored.
- Only anonymous metadata leaves the device.
- Runs in your own tenant or fully on-premise.

Insights, not images.



NEXT STEP

See a full visit, from the door to the counter and out again.

Every visit understood, so every centre keeps improving the service it gives.

Book a walkthrough — pulses.ai/demo

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



Scan for the showcase

Deployed at

هيئة الطرق والمواصلات
ROADS & TRANSPORT AUTHORITY



شرطة دبي
DUBAI POLICE



Built on

