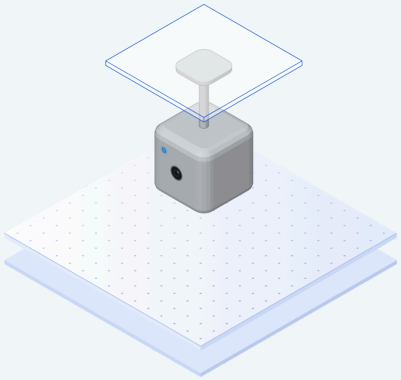
One customer, one journey.

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

WHO PULSES IS, WHAT THIS IS, HOW IT WORKS



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

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

SEE	UNDERSTAND	ACT
Pulses Vision on the ceiling	**Unique visits, door to counter**	**Bad visits flagged for review**

THE PROBLEM

A ticket shows the service.

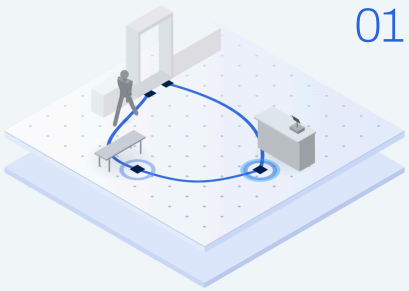
Not the journey around it: the wait, the walk, the second visit.

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 — THREE MOVES

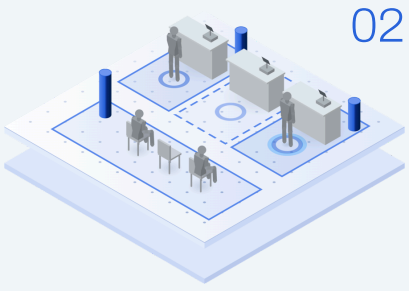
01



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

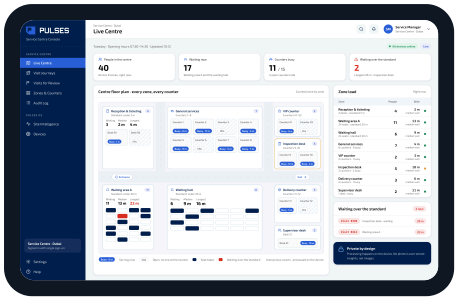
Each zone and each counter is counted on its own, busy or idle. So you see how long a service really takes.

03

Flagged for review

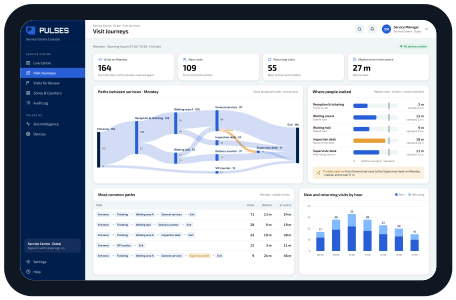
When a visit runs past your standard, it is flagged for your team. The service-quality team reviews it the next day.

THE PRODUCT ON SCREEN



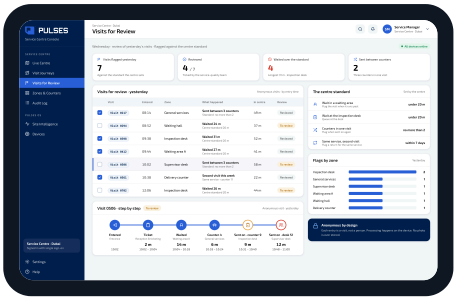
Busy counters. Idle counters.

Live Centre: each zone and each counter as its own tile: busy, idle, waiting now.



New or returning, door to counter.

Visit Journeys: one customer, one journey: new or returning; where they waited, and for how long.



Bad visits, flagged for review.

Visits for Review: waits past the centre standard, visits sent between counters, second visits; ticked off by the service-quality team.

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.

ON THE DEVICE, ON SCREEN

Pulses Vision Devices understand each visit as it happens, on the device.

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

Pulses OS shows each customer's journey on screen.

Made in UAE

A real customer-by-customer journey.

NEXT STEP

Book a walkthrough — pulses.ai/demo

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

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Scan for the showcase