FIS VISION

by :

Ahmed Layouni
Ahmed Ben Rahma
Raed Machhout
Med Ayoub Ktari
Youssef Hadjkacem

The Story (The Hook)

"Imagine you own a pastry shop. Every day, dozens of clients walk in... Some hesitate in front of the cakes... Some wait too long in the payment queue... Some leave unhappy... And sometimes, someone steals something..."

The Problem

Thefts

Small, unnoticed thefts cause significant yearly losses.

No Product Visibility

Owners don't know which products attract clients the most.

Long Waiting Times

Queues frustrate clients and severely hurt customer satisfaction.

Rush Hours Overwhelm

Small, unnoticed thefts cause significant yearly losses.

Invisible Customer Experience

No way to know if clients leave happy or disappointed.

Our Solution: FIS Vision

FIS Vision is an **Al model** that connects directly to the shop's camera. It provides real-time insights that help owners make better decisions:

- **Detects theft behavior.**
- **Measures which products attract attention.**
- **Identifies low-performing products.**
- **Detects peak moments (crowded shop).**
- **Measures waiting time in line.**
- **Detects customer sentiment from facial expressions.**

Theft Prevention

Al identifies suspicious hand movements:

- Hiding items in pockets
- Returning items after looking around
- Nervous behavior patterns.

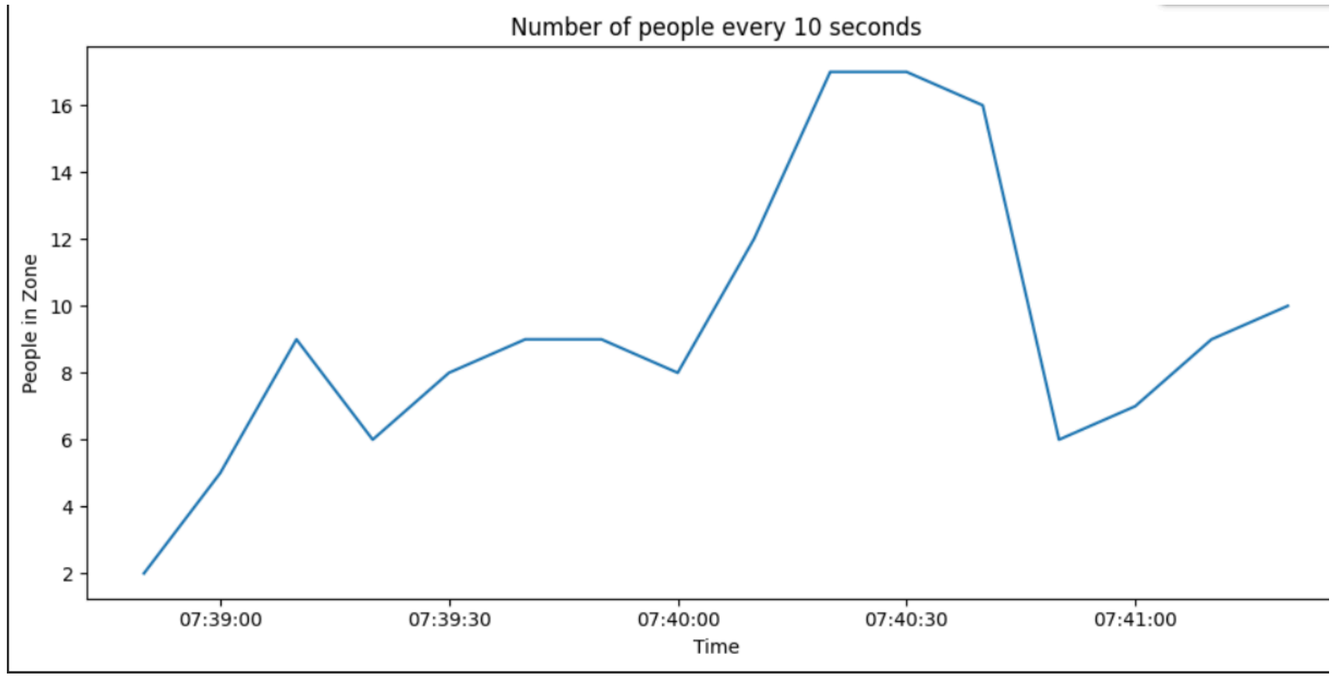
A private alert is sent to the owner instantly.

Product Interest Scoring

SmartVision tracks how long clients spend looking at products.

- Products with high attention = Best Sellers
- Products with O attention = To be redesigned, re-placed, or promoted

This allows the owner to **optimize the shop layout.**



Queue Monitoring & Heat Times

Our System Tracks:

- Number of clients in the shop
- Waiting time in the payment queue
- Peak hours during the day

This Helps the Owner:

- Add extra staff when needed
- Prevent bad customer experiences
- Increase sales during peak hours

Performance and Impact

- **70%** Accuracy
- **-3%** Theft reduction
- **+10–30%** Optimized product placement
- **+20%** higher customer satisfaction

The Fis Vision Dashboard

All the power of our AI model, now accessible through a real-time mobile & desktop application.

Live Camera Feed

with real-time object & person detection

Client Counter

number of clients currently inside, updated live.

Waiting Time Monitor

automatically calculates how long each client stays in a specific zone (front of product, queue, etc.).

Heatmap Visualisation

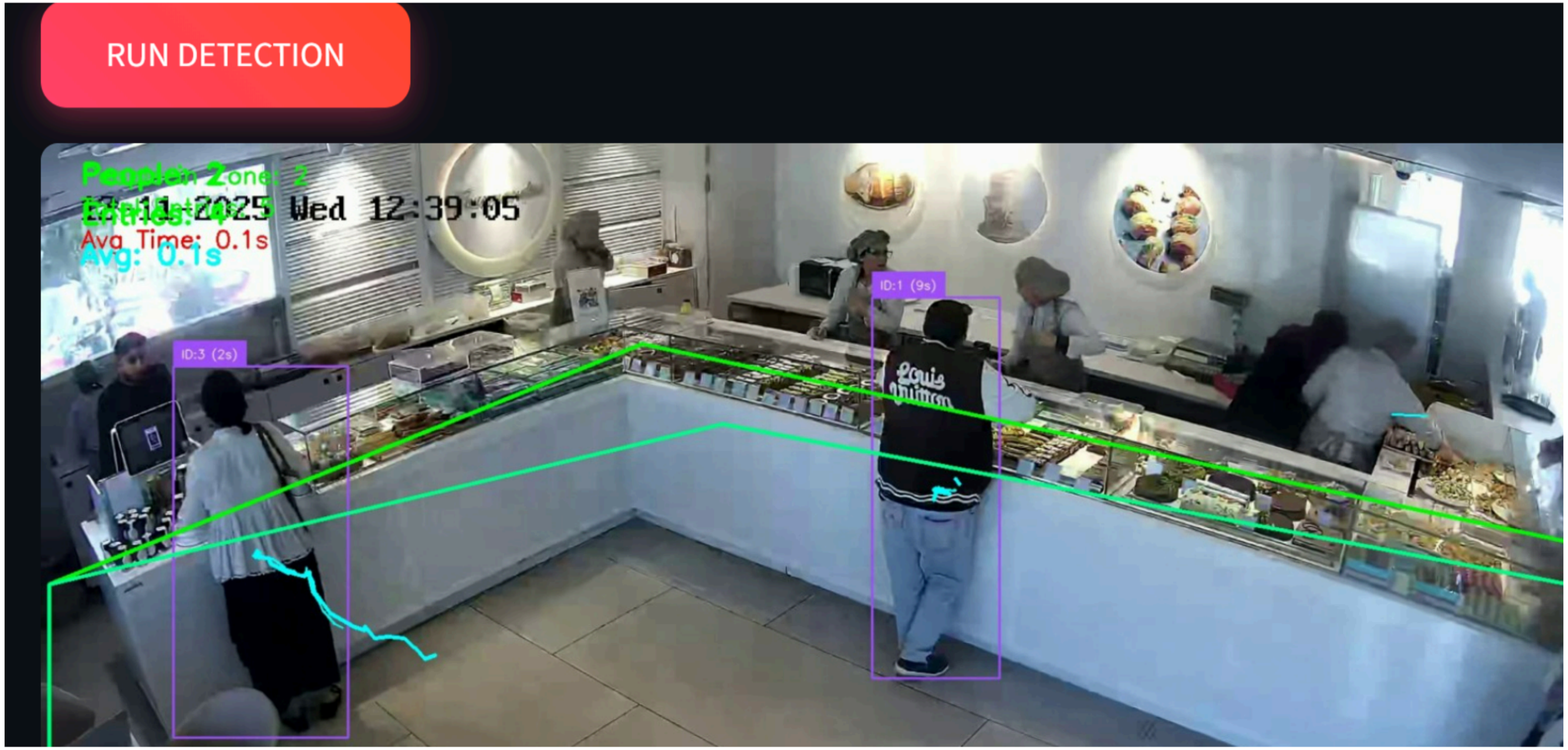
shows the most visited areas of the shop.

Suspicious Behaviour Alerts

anomaly detection sends instant notifications

Daily/Weekly Statistics:

- Peak hours
- Client flow
- Most-watched products
- Average time per client
- Queue saturation indicators



Live Camera Feed

What’s next?

Sentiment Analysis

deploy facial sentiment analysis to measure customer satisfaction upon exit

Expansion

Adapt the model to other retail environments (bakeries, convenience stores).

Maintenance

Continuous maintenance and accuracy optimization ofthe current model.

Employee Performance

Performance analytics to optimize workflows and service speed.

Thank You

Questions ?