

YOUR AI ACT COMPLIANCE SNAPSHOT

PulseMetrics Support Bot

Based on the information supplied, RRCS identified your likely AI Act role, preliminary risk route and current compliance readiness.

ASSESSMENT DATE

August 9, 2026 8:17 pm

REPORT ID

1f19321c18837d112a

EU AI ACT SCOPE

Likely in scope

CONFIDENCE

Medium



R · RISK

Transparency route with agentic review

Customer support and ticket creation do not indicate an Annex III or Annex I high-risk route on the facts supplied.

Article 50

Transparency obligations

R · ROLE

Likely provider

PulseMetrics appears to have built or commissioned and supplied the widget under its own name.

Article 3(3) Definition

Article 16 Provider obligations

CS · COMPLIANCE SCORE

66 / 100

The Compliance Score is calculated by AAMS, not by the AI, and only against the safeguards relevant to your use, role and risk route. Requirements that apply from a later date are listed separately and do not reduce it.

HOW THE SCORE WAS REACHED

Safeguards counted, and their weight

Only the safeguards relevant to your role and risk route are counted. Each one is weighted, so the same answers always produce the same number.

SAFEGUARD	REPORTED STATE	WEIGHT	COUNTED
AI literacy Article 4 AI literacy	In place	0.80	0.80
Responsibility and escalation Article 26 Deployer obligations	In place	1.30	1.30
Risk review process Article 9 Risk management system	Partly in place	1.35	0.68
Transparency and disclosure Article 50 Transparency obligations	In place	1.00	1.00
Human oversight Article 14 Human oversight	Partly in place	1.25	0.63
Agent permissions and rollback Article 15 Accuracy, robustness and cybersecurity	Not known	1.20	0.00
System documentation Article 11 Technical documentationAnnex IV Contents	Partly in place	1.25	0.63
Monitoring and incident response Article 72 Post-market monitoring Article 73 Serious incident reporting	In place	1.15	1.15
Weighted total		9.30	6.18

6.18 of 9.30 weighted points = 66 / 100

A solid start with an incomplete file. The main safeguards exist, but the evidence behind them may not hold up to scrutiny. Ask us to review the documentation.

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Needs a deeper check: some EU countries have implemented their own compliance legislation in addition to the EU AI Act.

CURRENT GAPS

Relevant today and incomplete

Control automatic ticket creation

Define permissions, escalation, logging and human intervention for automated actions.

Article 15 Accuracy, robustness and cybersecurity

Complete the risk review

The review is only partly completed and should cover intended use, foreseeable misuse and affected users.

Article 9 Risk management system

Complete technical documentation

Document system purpose, model dependencies, safeguards, monitoring and limitations.

Article 11 Technical documentation

Annex IV Contents

EXECUTIVE SNAPSHOT

Your current position

PulseMetrics is likely the provider of an EU-facing customer-support AI system. No high-risk or prohibited signal is evident, but transparency, automated-action controls and provider documentation require attention.

PROFESSIONAL VALIDATION

Matters raised by this assessment

These topics are selected from the information available in this snapshot. They are not a checklist, legal advice or implementation instructions.

01

Review automated actions: Confirm when ticket creation may occur and when human approval or escalation is required.

02

Complete the risk assessment: Record intended purpose, foreseeable misuse, limitations and customer responsibilities.

03

Complete provider documentation: Maintain technical documentation and records covering the widget and any third-party model.

PROFESSIONAL VALIDATION

Move from snapshot to qualified validation

We can validate the preliminary role and risk route, review the available evidence and prepare a tailored quotation for any work that may be appropriate after professional analysis.

Request validation and quotation

See all your answers to the questionnaire

system-name	PulseMetrics Support Bot
use-case	PulseMetrics is a customer-support chat widget that other companies embed on their websites; it answers product questions and creates support tickets automatically.
eu-scope	yes
organisation-activity	built-or-commissioned
role-name-check	ours
role-purpose-check	mainly-us
people-impact	no
sensitive-area	none
decision-influence	limited-support
system-capabilities	direct-interaction
ai-interaction-notice	yes
synthetic-authenticity	no
safety-function	no
prohibited-signals	none
literacy	yes
responsibility	yes

risk-review	partly
transparency-readiness	yes
human-oversight	partly
documentation	partly
monitoring	yes

Important limitation

This report is an indicative snapshot based exclusively on the answers and information supplied by the user. It does not constitute legal advice, a formal AI Act classification, a conformity assessment, certification or confirmation of compliance. The result may contain errors and should be validated by qualified professionals before it is used for legal, compliance or operational decisions.

The readiness percentage describes the reported implementation status of the controls selected by the RRCS analysis. It does not measure legal certainty and does not guarantee compliance.