Sample report — names removed.

Viabe Pulse

Your shop

Chennai

Checked on 2 Oct 2026.

We checked you as a courier service shop.

6 Good · **3** Needs work · **1** Could not check

Your score card

The answer comes first.

✓ Good

Can people find you on Google Maps?

People within 1 km see you.

From your own door you were 2nd.

More in part 5.

▲ Needs work

Do you show up when people search on Google?

We ran 2 searches as a customer standing near your shop. The top map results showed you for 1 of the 2.

We did not see you on page one for ‘courier service shop Chennai’.

Fix: steps 1 and 2 · More in part 6.

▲ Needs work

Do ChatGPT and other AI apps name your shop?

Gemini named you but ChatGPT and Claude did not.

1 time out of 9 answers.

Fix: steps 1 and 2 · More in part 7.

✓ Good

Are you listed where customers look?

You are on Google Maps, JustDial and Facebook.

We could not check Instagram, X and LinkedIn.

More in part 1.

▲ Needs work

Is your website working?

Your website opens. But 2 things are hurting it.

Fix: steps 1 and 2 · More in part 3.

✓ Good

How is your rating?

Your rating is 4.9 stars.

No shop near you is higher.

1 shop has the same rating as you.

More in part 2.

✓ Good

How many reviews do you have?

You have about 200 reviews.

Only 1 of the 4 shops near you has more.

More in part 2.

✓ Good

What do your customers say?

People praise this most: ‘service’.

No complaint came up again and again.

More in part 8.

✓ Good

Does your Google listing show enough?

Yes. We found no gap against the shops near you.

It also shows a website link. Only 2 of the 4 shops near you do.

More in part 4.

? Could not check

Are the shops near you doing anything new?

We could check only 1 of the 4 shops near you.

We found nothing new there.

More in part 9.

Do this first

1. Ask whoever runs your website to make the page load faster.
2. From our read of your website: “Create an Chennai outlet page and link to it wherever Chennai is listed, with this outlet’s address, phone number and hours.”

Then do these

3. Reply to one review from the last 90 days with no reply.

What to watch

- ‘Nearby business A’ is open longer than you on Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.
- ‘Nearby business B’ is open longer than you on Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.
- At 2 km, people south of you did not see you.

The last part is called About this report. You can skip it.

PART 1

✓ Good

Are you listed where customers look?

You are on Google Maps, JustDial and Facebook.

We could not check Instagram, X and LinkedIn.

You may still be on them.

Your address is the same on both places we checked.

Your Google listing

You are listed.

Your listing has 10 or more photos.

Your listing shows the phone number [phone removed].

Open on Google Maps

JustDial

You are listed.

The address is the same as on Google.

We could not read JustDial's phone.

Open the page

Instagram

We could not check.

We could not tell which profile is yours.

Facebook

You are listed.

@yourshop

About 800 followers

Open the page

PART 2

✓ Good

How do you compare with shops near you?

Your rating is 4.9 stars. No shop near you is higher. 1 shop has the same rating as you.

You have about 200 reviews. Only 1 of the 4 shops near you has more.

We compared you with 4 shops near you. The farthest is 200 m away.

Shops by rating

1 shop has the same rating as you. No shop we compared is rated higher than you.

Shop	Rating	Reviews
Nearby business D	4.9	About 500
You	4.9	About 200
Nearby business B	3.9	About 30
Nearby business A	3.0	About 40

Shop	Rating	Reviews
Nearby business C	2.8	About 30

Side by side

Shop	Rating	Reviews	Photos
You	4.9	About 200	10+
Nearby business A	3.0	About 40	6
Nearby business B	3.9	About 30	2
Nearby business C	2.8	About 30	1
Nearby business D	4.9	About 500	10+

The words in brackets are Google's name for each kind of place.

Opening hours

All 3 shops we could read close later than you on some days: ‘Nearby business A’; ‘Nearby business B’; ‘Nearby business D’.

All 3 shops we could read open earlier than you on some days: ‘Nearby business A’; ‘Nearby business B’; ‘Nearby business D’.

‘Nearby business A’ is open longer than you on Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.

‘Nearby business B’ is open longer than you on Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.

‘Nearby business D’ is open longer than you on Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.

We could not read the opening hours of 1 shop: ‘Nearby business C’.

PART 3

▲ Needs work

Is your website working?

Your website opens. But 2 things are hurting it.

Start with the first item below. Step 1 (speed) and step 2 (website) are under ‘Do this first’.

We opened your website on 2 Oct 2026.

Your Google listing links to your website.

On a phone, your website takes 13.6 to 20.4 seconds to show.

People leave pages that make them wait.

Ask whoever runs your website to make the page load faster.

Chennai has no outlet-specific page on the site; it appears only as a pickup area, so customers cannot use the site to identify this outlet.

A customer arriving from your Google listing may see Chennai named as a pickup area but cannot confirm where this outlet is or how to reach it on the site.

Create an Chennai outlet page and link to it wherever Chennai is listed, with this outlet’s address, phone number and hours.

These work: a lock sign, a way to order or book, a WhatsApp link, a layout for phones and a page title.

PART 4

✓ Good

Does your Google listing show enough?

Yes. We found no gap against the shops near you.

It also shows a website link. Only 2 of the 4 shops near you do.

A gap is a thing over half show and you lack.

You and all 4 shops near you show:

a phone number, photos.

PART 5

✓ Good

Can people find you on Google Maps?

People within 1 km see you.

From your own door you were 2nd.

At 2 km, people south of you did not see you.

We searched for ‘courier’ from 13 points around your shop.

One was your own door. The rest were north, south, east and west. We did this at 500 m, 1 km and 2 km.

- **At 500 m:** Maps showed you from all 4 sides.
- **At 1 km:** Maps showed you from all 4 sides.

- **At 2 km:** Maps showed you from the north, east and west. People south of you did not see you.

We compared you with 4 shops. They were seen from all 4 sides at 500 m.

Who else Maps showed

- **At 500 m:** 10 shops. ‘Nearby business A’, ‘Nearby business B’ and ‘Nearby business C’, from all 4 sides. 7 more shops.
- **At 1 km:** 8 shops. ‘Nearby business B’ and ‘Nearby business D’, from all 4 sides. ‘Nearby business A’, from 3 sides. 5 more shops.
- **At 2 km:** ‘Nearby business D’, from 3 sides. ‘Nearby business 10’, from 2 sides.

From your own door, Maps showed 20 places for ‘courier’.

You were 2nd.

Ahead of you was Nearby business B.

PART 6

▲ Needs work

Do you show up when people search on Google?

We ran 2 searches as a customer standing near your shop. The top map results showed you for 1 of the 2.

Steps 1 and 2 under ‘Do this first’ may help here. They are about your website. We cannot promise it will change the answer.

We did not see you on page one for ‘courier service shop Chennai’.

We did not see you in the whole-city search, ‘courier service shop in Chennai’. It does not change the answer.

A search for your name

Google showed your listing for ‘Your shop Chennai’, but not your website.

Searches for what you sell

Search	Where you were
‘courier service shop Chennai’	Not seen. We could name 3 places.
‘best courier service shop Chennai’	2nd on the map, on page one
‘courier service shop in Chennai’ (whole city, not in the count)	Not seen. We could name 3 places.

Who else showed up

- **‘courier service shop Chennai’** We could name ‘Nearby business B’, ‘Nearby business 10’ and ‘Nearby business D’. It also showed 8 places we could not check.
- **‘courier service shop in Chennai’** We could name ‘Nearby business A’, ‘Nearby business D’ and ‘Nearby business B’.
- **‘best courier service shop Chennai’** Google's page one also showed ‘Nearby business D’ and ‘Nearby business 29’.

PART 7

▲ Needs work

Do ChatGPT and other AI apps name your shop?

Gemini named you but ChatGPT and Claude did not.

AI apps draw on reviews, listings and sites. Steps 1 and 2 under ‘Do this first’ may help here. We cannot promise it will change the answer.

1 time out of 9 answers.

We asked ChatGPT, Gemini and Claude 3 questions on 1 Oct 2026.

Question by question

“What is the best courier in Chennai?”

1 of 3 answers named you.

Gemini named you but ChatGPT and Claude did not.

They named these instead of you.

2 of 3 answers named Nearby business D.

“[Removed from this sample: it named a business.]”

0 of 3 answers named you.

They named these instead of you.

2 of 3 answers named Nearby business D.

“Which courier in Chennai do people trust?”

0 of 3 answers named you.

They named these instead of you.

1 of 3 answers named Nearby business B.

1 of 3 answers named Nearby business D.

PART 8

✓ Good

What do your customers say?

People praise this most: ‘service’.

No complaint came up again and again.

11 of 12 reviews from the last 90 days have a reply.

Reply to one review from the last 90 days with no reply.

Step 3 (reviews) is under ‘Then do these’.

We read 12 reviews from the last 90 days. 11 had words.

Service

People praise this in 10 of the 11 reviews with words.

“[In your report, a customer's own words appear here.]”

Posted 15 Oct 2026.

Prompt Service

People praise this in 6 of the 11 reviews with words.

Read these on your Google listing.

PART 9

? Could not check

Are the shops near you doing anything new?

We could check only 1 of the 4 shops near you.

We found nothing new there.

About this report

You can skip this part. It tells you what this report is and how we made it.

This report is about one address

This report is about this address only. It is not about your other shops.

What this report is

This report shows how your shop looks from outside.

That is what customers, Google, Maps and AI apps can see about your shop today.

We show what we found. We tell you what to fix first. You decide what to do.

It does not show your sales, your costs or how many people walk in.

AI answers come from AI tools. They do not come from people.

Use it as a quick check. It is not a promise of what will happen.

This is your first report

This is your first Pulse report.

If you get another one, we will compare it with this one.

Places we checked

We checked the places where a customer may look for your shop.

Not listed means we looked and did not find you.

Could not check means we could not look. You may still be there.

How we picked the shops we compared

Few shops of your exact kind had enough reviews. So we added the nearest similar shops.

Each has enough reviews to compare.

Ratings and reviews

We compare a rating only when it rests on 10 or more reviews.

A rating from fewer reviews can mislead, so we show it and do not rank it.

A tie is not counted as higher.

Empty boxes

No info means the listing does not show it, or we could not read it.

Your website check

We opened your website once, on 2 Oct 2026.

We read its first page. We did not read every page.

Google's speed test loads your website the way a phone does.

Your Google listing

We compared your listing with the shops near you.

A listing shows only what its owner filled in.

A missing item may still be true for your shop.

Maps results change

Where you show up on Maps changes during the day.

We checked at 5:27 pm India time on 1 Oct 2026.

We searched from the points around your shop.

We check again each time we make a report.

Google searches

We searched Google the way a customer would. We checked the first results.

Some results are ads or directories. We counted only places we could tie to a business.

Where you show up changes during the day. We checked on 1 Oct 2026.

How we asked AI apps

We asked ChatGPT, Gemini and Claude what a customer would ask.

We asked on 1 Oct 2026.

AI answers can change from one day to the next.

Counts use the answers we got, not the times we asked.

Next time we ask the same questions. Then you can compare.

Reviews

A review shows the day it was posted.

That is not the day of the visit.

Offers of the shops near you

We looked at the public pages of the shops near you.

We name a change only for the nearest shop like yours.

Where our facts came from

Part	Where it came from	Date
1	Google, and the web page of each place we could read	1 Oct 2026
2	Google Maps listings, from Google	1 Oct 2026
3	Your website, and Google's speed test	2 Oct 2026
4	Google Maps listings, from Google	2 Oct 2026
5	Google Maps, through a data company we pay	1 Oct 2026
6	Google search results, through a data company we pay	1 Oct 2026
7	ChatGPT, Gemini and Claude, asked by us	1 Oct 2026
8	Google reviews, through a data company we pay	2 Oct 2026
9	Checked on the web	1 Oct 2026

Our quality check

✓ Passed

2 Oct 2026

Check ID: VP-R32G8-AGKXQ

Design	8
Easy to read	8
Correct and specific	8
Useful for you	8

Refunds and revised reports

- Every report goes through our quality check before we send it.
- If your report has not reached you within 24 hours of payment, you get a full refund.
- If you find something wrong in your report, such as a wrong fact about your business, a business that is not in your trade, or a wrong number, tell us within 7 days using the feedback link. We will check it. If it is wrong and we can fix it, we will send you a revised report. If we cannot fix it, we will refund you in full.
- We do not give a refund for a report that passed our quality check and has nothing wrong in it. That includes a report that found little to fix: a healthy listing is a good result.
- One revised report per order.

Something wrong in your report? Tell us here:

Open the feedback page: https://viabe.ai/in/pulse/feedback

Not your business. Lettered places are the ones we compared. Numbered places are others Google or AI apps showed. The search words are examples.