CASE STUDY · AI RECEPTIONIST

Race Eco Chain's receptionist knows your name before you reach her.

In Race Eco Chain's reception, a gold-finish HoloBox911 runs Maya, a life-size AI receptionist. Visitors register once at the gate. By the time they reach the lounge, their host has an email and Maya greets them by name. HoloBox911 built the box, the three apps behind it and the receptionist herself.



By name
Every registered visitor

3
Apps: box, phone, gate

0
Video recorded or stored

CLIENT
Race Eco Chain

SITE
Race reception

UNIT
Gold-finish HoloBox911, installed

FORMAT
AI receptionist with face recognition

> A gold-finish HoloBox911 runs Maya, Race Eco Chain's life-size AI receptionist. She knows registered visitors by face, greets them by name and tells their host.

The brief

Race Eco Chain wanted a reception that felt like the company: modern, warm and attentive. It also had to be practical. Hosts needed to know the moment a guest arrived, and visitors shouldn't have to explain who they are twice.

The unit had to suit a marble-and-glass lobby, so it went in with a gold finish to match the space.

What we did

We installed a gold-finish HoloBox911 in the reception and built Maya, a life-size AI receptionist in a saree, with her own voice. Behind her sit three apps we built for Race, running on Race's own server: the HoloBox itself, a phone app that staff use as the remote and back office, and a gate tablet in the guard room.

At the gate, a visitor taps to register, says their name, company and who they are meeting, and looks at the camera once. The host gets an email straight away. When the visitor reaches the lounge, the camera on the HoloBox recognises them, and Maya greets them by name and tells them their host knows they are here. She knows employees by sight too, and answers questions from Race's own documents and staff directory, in English or Hindi.

Privacy was designed in. Faces are turned into numbers on the device, and no video is recorded or stored. Conversations are live only. Gate photos and the visitor log delete themselves after 30 days by default. Phone numbers and email addresses are never spoken aloud. Anyone she can't match with confidence gets a warm general welcome, never the wrong name.

The result

Race's reception now greets each registered visitor by name, and hosts no longer need a call from the front desk. Between visitors, the same box plays Race's videos and ads, and it can host a live holographic presenter when leadership needs one.

We handed over with a full user guide covering every screen of the three apps, and trained the Race team in the lobby, on the unit itself.

How it worked

01 Register
At the guard-room tablet, the visitor says their name, company and host, and takes one photo.

02 Notify
The host gets an email straight away: their visitor is here.

03 Recognise
The HoloBox camera matches the face from the gate photo as the visitor walks into the lounge.

04 Greet
Maya welcomes them by name, says their host has been told, and answers from Race's own documents.

05 Forget
Gate photos and the visitor log delete themselves after 30 days by default.

One unit, 4 jobs

01 AI receptionist
The job the unit was installed for: Maya greets, informs and directs, by name.

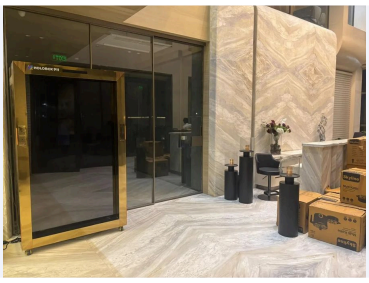
02 Brand screen
Between visitors, the box plays Race's own videos and product ads.

03 Live presenting
A leader can beam in at full height for a town hall or a client visit.

04 Staff directory
Visitors can ask who looks after accounts, and Maya tells them.

On the floor





Want this at your event?

Tell us the venue, the date and what you want the room to do. We'll show you what it costs and what it needs.

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