Voyager CX
BY VOYAGER IT

HOSPITALS & CLINICS

A STORY OF ONE WORRIED MORNING

The family that is heard is the family that trusts you.

How a Lalitpur hospital turns every worry, wait and discharge into a visit that feels cared for: service from home, waits made visible, no empty slots, and care after the patient leaves. Never a diagnosis or a clinical record.

Try it live, now

Scan for a 15 or 30-minute demo on autopilot. Ask anything. No meeting needed.

SERVICE | OPERATIONS | REVENUE & RESOURCES | RELATIONSHIP

WHAT IS VOYAGER CX?

One platform that listens to every patient, remembers them, and acts.

Voyager CX is the patient-experience and operations platform that works beside your hospital system. It handles appointments, queues, feedback and follow-up on every channel, with AI help. It never diagnoses.

EVERY CHANNEL | ONE MEMORY | YOUR BRAND | AI ON YOUR SIDE | ENGLISH AND NEPALI

WHY YOU NEED IT NOW

Why hospitals in Nepal need it.

1. **Crowded OPD, waits nobody can see**
   A live place in line and the wait by department show where the crowd is, before patients complain.
2. **Families travel from outside the valley**
   Booking, the form and directions are done on the phone, so a long journey is not wasted at the desk.
3. **Complaints land on Facebook first**
   Every comment and message reaches one inbox with an owner and a deadline, within the hospital's rules.
4. **Empty slots from missed appointments**
   Reminders and a waiting list give a cancelled place to the next family in time.

WHAT YOU GAIN

The benefits, from the first month.

- **Shorter, calmer waits**
  Live place in line, room called on the phone, waiting-room screen.
- **Fewer missed appointments**
  Reminders the day before and 2 hours before, and a no-show risk on the desk.
- **Care after discharge**
  Next-day check-in, nurse call-back list, family access with consent.
- **Every channel, one inbox**
  WhatsApp, SMS, phone line, app, social media and kiosk in one place.
- **English and Nepali**
  Devanagari and romanised Nepali in the app, chat and voice.
- **Safe by design**
  Never a diagnosis or clinical record; audit trail; row-level separation.

HOW YOU WILL KNOW

We measure it with you, from the first week of the pilot.

SERVICE
Calm, informed visits
Time from first worry to a booked slot, and how many families arrive with the form already done.

OPERATIONS
Waits that are seen
Waiting time by department, and days from a complaint to its corrective action.

REVENUE & RESOURCES
Places that are used
Missed appointments, freed places taken again, and bills explained the first time.

RELATIONSHIP
Care that continues
Discharge replies, call-backs made in time, and families who stay with the hospital.

The visit begins at the kitchen table.

The best service is the kind a worried parent never has to chase. The hospital meets Priya on her phone, before she decides to leave the house.

	YESTERDAY	WITH VOYAGER CX
SERVICE	A busy phone line, a paper form in the waiting room, a queue nobody can see.	Guidance on how soon to get care, a booked slot, a form done at home, and a live place in line on the phone.
OPERATIONS	Waits found out from complaints. Requests on paper. The hospital system and the desk typed twice.	Arrivals in line order, the wait read as it happens, and every problem with an owner and a deadline.
REVENUE & RESOURCES	Patients who do not come, a place that stays empty, a bill nobody understands.	Reminders before the visit, a freed place offered again, and an itemised bill showing the insurer's share in rupees.
RELATIONSHIP	The patient goes home and the hospital hears nothing until a complaint or a readmission.	A question the day after, a nurse's call when the answer is poor, and family helping with consent.

SERVICE

WEDNESDAY · 06:40 · JAWALAKHEL, AT HOME — 01

"Aarav ko jwaro chha." The app answers that, and nothing more.

Aarav is hot and crying. Priya types in romanised Nepali. The app first asks about the signs that mean an emergency, then how long the fever has lasted. It tells her how soon to be seen. It never names an illness.

Nepali symptom guidance · Emergency signs first · Four levels of urgency · Urgent call-back

WEDNESDAY · 07:05 · ON THE MICRO — 02

The slot is booked and the form is done before they arrive.

She books the first free paediatric slot. The app sends a short form: why they come, Aarav's medicines, his allergies. She agrees to the consent text and adds the insurance card. Nothing is typed again at the desk.

Appointments · Pre-visit form · Consent · Insurance on file

OPERATIONS

WEDNESDAY · 08:20 · PAEDIATRICS DESK — 01

Sunita calls the next family. The room is on their phone.

Sunita opens today's arrivals in line order. Aarav's form is complete and his allergy is noted. She presses call, and "Consultation room 3" appears on Priya's phone. The waiting-room screen chimes for the next family.

Arrivals in line order · Call to a room · Virtual queue · Waiting-room screen

MONDAY · 08:00 · CARDIOLOGY WAIT — 02

The wait was found out from a complaint. Kabita fixes it.

Cardiology's wait had passed an hour and a half. "Third time my father waits over 90 minutes", wrote a daughter. Cause: everyone booked at 8:00, one desk, no reminders. The fix: 30-minute slots, a cardiology desk, reminders.

Wait-time alerts · Complaints with deadlines · Corrective actions · Before and after

Every channel, one inbox

Patients and families reach you the way they already talk. Each conversation lands in one inbox, with the same assistant answering first, the same memory, and a person whenever it matters.

WhatsApp
The bot answers at once: points, offers, bookings, requests, complaints. A person takes over in the inbox when needed.

SMS
Two-way SMS: surveys, reminders and replies, on any phone, with no data needed.

Web chat and social
Website chat, Messenger, Instagram Direct, Telegram, Viber and LINE: the same assistant, one inbox.

Your own app
iOS and Android in your brand: notices, offers, bookings, requests and the chat in one place.

Kiosk, QR and e-mail
A tablet survey that works offline, a QR on every receipt or room, and e-mails that become requests.

USSD
For basic phones: menus that work on any network, in English or Nepali.

The phone line
An AI voice assistant answers your number, day and night. It helps from your knowledge and data, transfers to a person for complaints or when asked, takes messages and books callbacks after hours, records with notice, and makes reminder calls. It connects through a Twilio number today; a SIP link to your own PBX is next.

WORKFLOWS THAT DO THE WORK

People, AI agents and robots in one process.

Every step has a performer: a person approves, an AI agent drafts or decides within its tools, a robot types into an old system, or the system sends and records. A step can start manual and become automatic later; when the machine is unsure, a person takes over.

- **Manual** with a suggestion
- **Assisted** AI prepares, a person confirms
- **Automatic** people on exceptions
- **With fallback** a person when unsure

Every kept appointment is a place that someone needed.

Discharge is not the end of the care. It is the start of the follow-up.

REVENUE & RESOURCES

TUESDAY · 17:00 · THE DAY BEFORE — 01

The place that stays full.

Patients are reminded the day before and again two hours before. If a place is cancelled in time, the waiting list is told. On the desk screen each patient shows a no-show risk (new, low, medium, high) built from their history.

Appointment reminders · Waiting list · No-show risk · Staggered slots

WEDNESDAY · 16:05 · AT THE CASHIER — 02

A bill the family understands.

The bill shows each line in rupees, what the insurer pays and what is left. Priya pays by card or mobile wallet through the hospital's payment provider, or asks for a payment plan, which the team approves or declines.

Itemised bill · Insurer's share · Pay in the app · Payment plans

RELATIONSHIP

THURSDAY · 11:00 · PAEDIATRICS WARD — 01

Aarav goes home, and the hospital does not let go.

After a night of observation Aarav is discharged. Sunita records it, or the hospital's system sends it. The next day Priya is asked how the stay was, by SMS with a link. A low score or silence puts her on a call list.

Discharge follow-up · App or text link · Call list · Instructions link

FRIDAY · 09:00 · AT HOME — 02

"Thikai chhaina." A nurse calls before she has to ask.

The app invites Priya to check in: better, the same, or worse, with a list of warning signs to tick. She says worse. A call-back lands on Sunita's list, and any warning sign makes it urgent. No clinical details go in the note.

Post-discharge check-in · Nurse call-back · Urgent flag · Not-reached alert

Social media on autopilot

- **A plan every week** from your goals and Nepal's calendar (Dashain, Tihar and more), in your brand's voice, with pictures from your brand kit.
- **Posts** to Facebook, Instagram, TikTok, LinkedIn, YouTube and Google, approved first, then automatic within limits.
- **Every comment answered** within your rules; complaints go to a person; messages sorted into sales, service and spam.
- **Boosts** created paused, approved, capped and tuned hour by hour. Every lead keeps the post it came from.

> *"Heart check-up ko lagi kati wait garnu parcha?" answered in minutes, with a link to book.*

Hear everything said about you

- **Voice of the customer 360:** surveys, social comments, reviews, messages and web mentions in one picture.
- **Read for tone, topic and complaint**, in English and Nepali, linked to the place and the person.
- **One signal, not four:** the same topic across channels becomes one case with an owner and a deadline.
- **Results you can trust:** reach, tone, spend and cost per result, with "not enough data" said plainly.

> *Waiting time in one department rises: surveys, calls and reviews say the same, and one case gets an owner.*

ON AUTOPILOT

Three flows run day and night; a person decides what matters.

The world comes in

Social media → the hospital

21:40 · FACEBOOK
"Third time my father waits over 90 minutes for his heart check-up. Why?"

AI · GROWTH AGENT
Replies within the hospital's rules, with no medical advice.

PERSON · NEXT MORNING · SUPPORT
A service-desk ticket for the comment, with an owner.

The patient speaks

Patient → the hospital

02:10 · APP OR WHATSAPP
"Baba ko sas dherai tez chha, uthauna sakina." (his breathing is very fast)

AI · UNDERSTOOD
Read in Nepali or English. The emergency number and "go now" come first.

PERSON · OWNED AND TIMED
An urgent call-back goes to the team's list, with no words kept.

The hospital reaches out first

The hospital → the patient

AI · DAY BEFORE, 2 HOURS BEFORE
An appointment reminder with the time and the place.

AI · RESULT READY · REFILL READY
A notice that a result is released or a medicine can be collected.

PERSON · THE DAY AFTER DISCHARGE
"How was your stay?" and a check-in with warning signs.

> A hospital is judged by the call it makes after the patient has left.

Priya Gurung
Mother · Aarav's parent

Kabita Rai
Patient-experience lead

Sunita Karki
Matron, Paediatrics

Dr Anil Shrestha
Hospital director

Patan Lifeline Hospital is the demonstration organisation behind the QR code. Names and stories are illustrative; what they do runs in Voyager CX today.

WHY VOYAGER CX

The advantages: why this, and not five separate tools.

One platform, not five tools
Feedback, chat, social media, loyalty, the app, operations and AI in one product, with one memory and one audit trail.

Made for Nepal
English and Nepali (Devanagari and romanised), rupees, Dashain and Tihar, and a Voyager IT team in Kathmandu.

AI included, not extra
Answers from your own data first. No paid AI is required; bring the model you choose, or run your own.

Your brand everywhere
Your own app, chat, kiosk, messages and receipts carry your name, not ours.

Your cloud or your servers
Hosted by us, or in your own data centre in Nepal, with bank-grade security and every action audited.

Try first, pay later
See it live today from the QR code, then a pilot in one place, measured together, before you decide.

AI ON YOUR SIDE

An AI colleague for every person, grounded in your organisation.

Shreeyansi, the presenter
Runs live demos on autopilot and trains your own staff, role by role, by voice or text.

Ask the memory
One memory of policies, cases, decisions and documents. Every answer names its source, and each person sees only what their role allows.

The AI with an e-mail address
Copy the assistant on any e-mail. It files the message, opens the request, drafts the reply and follows up.

Ask your data
Ask in plain words, such as “which branch slipped this week, and why?”, and get the answer from your own numbers.

No paid AI needed
Answers come from patterns, search and your own knowledge first. A model is optional: the one you choose, or none.

Your own AI, on your servers
An in-house model in your data centre, and AI on the phone itself, so conversations never have to leave the building.

EVERYTHING INCLUDED

One product. Switch on what you need.

Listen
- ✓ Surveys on the kiosk, QR, web, WhatsApp, SMS, e-mail and app
- ✓ Survey flow designer with conditions and a share step
- ✓ Social listening and Voice of the customer 360
- ✓ Reviews brought in, with sentiment in many languages

Act
- ✓ Alerts and alert rules
- ✓ Inbox and cases with service levels
- ✓ Corrective actions with before-and-after
- ✓ Morning briefing, priorities and forecasts

Grow
- ✓ Loyalty, tiers, points and vouchers
- ✓ Personal offers proven against a control group
- ✓ Campaigns, audiences and occasions
- ✓ Digital business cards that capture leads

Social media
- ✓ Growth agent: plan, write, post and reply
- ✓ Facebook, Instagram, TikTok, LinkedIn, YouTube, Google
- ✓ Boosts with approval, spend caps and an optimiser
- ✓ Tracked links, landing pages and leads

Run
- ✓ Requests with an approval matrix (DoA)
- ✓ Leave, shifts, meetings and decisions
- ✓ Budgets, purchase orders, assets, policies
- ✓ Workflows with people, AI agents and robots

Connect
- ✓ Tool Studio: connections, actions, processes
- ✓ API gateway: publish processes as APIs with keys
- ✓ Signed webhooks, OpenAPI, tools for AI agents
- ✓ Power BI feed and exports

Trust
- ✓ Single sign-on and two-step sign-in
- ✓ Roles down to each page and action
- ✓ Data separated per organisation
- ✓ Tamper-evident audit trail and e-mail security

Your way
- ✓ Our cloud, or your own servers
- ✓ Releases that roll back by themselves
- ✓ Nightly verified backups
- ✓ English and Nepali, and more languages, no code

For hospitals
- ✓ Symptom guidance: red flags first, never a diagnosis
- ✓ Four urgency levels, with the emergency number on screen
- ✓ Pre-visit form, consent and insurance on file
- ✓ Arrival, live place in line, room and floor directions
- ✓ Itemised bill with the insurer's share
- ✓ Discharge follow-up and nurse call-back list
- ✓ Care plans and family access with consent
- ✓ Pull from your hospital system, standard FHIR R4

Open the live demo

Try it now, procure later.

Scan the code and you are inside Patan Lifeline Hospital, live. Shreeyansi, our AI presenter, guides you on autopilot; stop her and ask anything: a director's question, an IT question, a money question.

15 min the highlights · 30 min the whole story · ? ask anything · 90 days to a measured pilot

TALK TO A PERSON
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