Voyager CX
BY VOYAGER IT

FIVE-STAR HOTELS & RESORTS

A STORY OF ONE DASHAIN STAY

The guest who is remembered comes back.

How a Kathmandu hotel turns every message, room and night into personal service, operations that run themselves, revenue it no longer gives away, and a bond that outlasts the stay.

Try it live, now

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

SERVICE · OPERATIONS · REVENUE · RELATIONSHIP

WHAT IS VOYAGER CX?

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

Voyager CX is one platform for your hotel. It listens to guests on WhatsApp, SMS, calls, your own app and social media, remembers every stay, and uses AI to help your team act: better service, smoother rooms, more direct bookings, guests who return.

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

WHY YOU NEED IT NOW

Why hotels in Nepal need it.

1. **Guests write on WhatsApp and Instagram**
   They ask, praise and complain in public and in private. One inbox means no message goes unanswered.
2. **Agents take commission on loyal guests**
   Direct booking at member prices keeps the night, and the guest, with the hotel.
3. **Dashain and Tihar peaks stretch staff**
   Live room boards and priorities keep a full house moving without sticky notes.
4. **Guests expect to be remembered**
   Preferences, allergies and history follow the guest, so nobody is asked twice.

WHAT YOU GAIN

The benefits, from the first month.

- **Check-in before landing**
  Online check-in, ID on file and a digital key on the phone.
- **Complaints heard in minutes**
  Messages are read for feeling and sent to the duty manager's phone.
- **Rooms run on one board**
  Housekeeping sees every room by floor, with arrivals and VIPs first.
- **More direct bookings**
  Member prices, upgrades and add-ons offered before arrival.
- **Spa and dining that sell**
  Chat books the slot and charges it to the room.
- **Guests who come back**
  Surveys on every channel, cases with owners, and tier benefits.

HOW YOU WILL KNOW

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

SERVICE
Effortless stays
Minutes from room ready to key in hand, and the share of guests who check in before arrival.

OPERATIONS
A house that runs itself
Rooms turned by floor on time, requests closed within their service level, and the time saved on rosters.

REVENUE
Bookings kept direct
The share of nights booked direct, upgrades and add-ons accepted, and spa and restaurant sales per stay.

RELATIONSHIP
Guests who return
Scores across channels, cases closed with a follow-up, and repeat stays by tier.

The stay begins before the flight.

The best service is the kind the guest never has to ask for. Himalayan Grand meets Sita on her phone days before she meets anyone.

	YESTERDAY	WITH VOYAGER CX
SERVICE	A queue at the desk, a passport photocopy, a key card that fails at the lift, a family kept waiting.	Check-in on the phone before landing. The suite is announced the minute it is inspected, and the key is on the phone.
OPERATIONS	Housekeeping on paper, requests on sticky notes, the booking system typed in twice.	A live board of every room by floor, one-tap steps on the housekeeper's phone, and charges posted by themselves.
REVENUE	Commission to online agencies on loyal guests. Spa and restaurant hoped for, not sold.	Direct booking at the member price, upgrades offered before arrival, and the spa booked from a chat and charged to the room.
RELATIONSHIP	A survey nobody reads, and a returning guest treated like a stranger.	Every message read for how the guest feels, a complaint in the duty manager's hand in minutes, and preferences remembered.

SERVICE

TUESDAY · 19:40 · DUBAI — 01

She books direct, because direct is better.

Sita opens the hotel's own app on her break. It shows the public price and, beneath it, her Gold member price and the saving in rupees. She pays the deposit by card or mobile wallet through the hotel's payment provider and flies home for Dashain.

Direct booking · Member and tier pricing · Deposit payment · PMS reservation

WEDNESDAY · 09:00 · KATHMANDU — 02

Check-in happens on the sofa, not at the desk.

The app invites her to check in online. She enters her arrival time, photographs her passport and picks pillows for her mother. She notes her father's nut allergy. Nobody asks her to repeat any of it at the desk.

Online check-in · ID on file · Preferences and allergies · Upgrade offers

OPERATIONS

THURSDAY · 07:30 · HOUSEKEEPING OFFICE — 01

Kabita sees the whole house on one screen.

The board shows every room by floor: dirty, clean, inspected or out of order, with arrivals waiting and VIPs marked. Floor 4 is behind because two people are off sick. Suite 912 matters most, because a VVIP checking in is waiting for it.

Housekeeping board · Staff app · Arrival-aware priorities

THURSDAY · 16:10 · SUITE 912 — 02

A quiet complaint is heard in minutes.

Sita's mother cannot sleep for the noisy AC. Sita writes in Nepali: "AC ma awaj aayo, ani six ma call chha." Voyager reads how unhappy she is. The message is flagged, pushed to Anil's phone and put first in the inbox.

Message sentiment · Instant staff alert · Requests with service levels · Guest thread

Every channel, one inbox

Guests 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 moment can earn, and none of it feels like selling.

Check-out is the start of the next story.

REVENUE

BEFORE ARRIVAL · 01

The commission stays at home.

Sita booked in the hotel's app because the member price was better and the benefits were real. That is a night the hotel kept instead of paying away. Rate plans, member-only prices and minimum stays for Dashain are set in one calendar.

Direct booking engine · Rate plans and day rates · Availability calendar

WEDNESDAY · PRE-ARRIVAL · 02

The right offer, at the right moment.

Late check-out, early check-in and an airport transfer are offered inside the window before arrival, priced per stay or per night. Upgrades go to a better room, and are free for the tiers that earned them. Add-ons go onto the bill.

Upsell offers · Tier benefits · Folio

RELATIONSHIP

SUNDAY · 07:10 · SUITE 912 · 01

Express check-out in ten seconds.

Sita opens her itemised bill in the app: nights, the massage, dinner, the minibar. She pays the balance and checks out. Her key stops working, the room turns dirty on Kabita's board, and the receipt arrives by e-mail.

Itemised bill · Pay in the app · Express check-out · E-mail receipt

SUNDAY · 10:30 · AIRPORT LOUNGE · 02

She is asked, once, on the channel she uses.

A short survey arrives on WhatsApp, in her language. She gives a 9 and mentions that the AC was fixed fast. The share step offers Google, and she leaves a review for the next family flying home.

Surveys on every channel · Flow designer · WhatsApp · Review share

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.

> *"Is the Lakeside rooftop open for Dashain dinner?" 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.

> *Three guests on floor 4 mention noise in one week: one signal, one case, fixed.*

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

The world comes in

Social media → the hotel

21:40 · INSTAGRAM
"Rooms for Tihar week? Is the Thamel rooftop open late?"

AI · GROWTH AGENT
Answers within the brand's rules and sends the booking link.

PERSON · 08:30 · SALES
Group and wedding enquiries go to sales; complaints to care.

The guest speaks

Guest → the hotel

16:10 · APP / WHATSAPP
"AC ma awaj aayo, ani six ma call chha."

AI · UNDERSTOOD
The words become a maintenance request for suite 912.

OWNED · TIMED
Maintenance is assigned with a service-level clock.

The hotel reaches out first

The hotel → the guest

AI · ROOM INSPECTED
"Your suite is ready." The key is issued the same moment.

AI · BEFORE TIHAR
A family invitation goes out, with consent, at the tier's price.

LOW SCORE · A CASE OPENS
A 4 out of 10 opens a case, and the guest hears back first.

> "Five stars on the door gets the first booking. Being remembered gets every booking after that.

Sita Sharma
Guest · Gold member

Anil Shrestha
Duty manager

Kabita Rai
Housekeeping supervisor

Pemba Sherpa
General manager

Himalayan Grand Hotel 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 hotels
- ✓ Direct booking at member and tier prices
- ✓ Online check-in with ID on file and preferences
- ✓ Upgrades, late check-out and add-ons before arrival
- ✓ Digital key on the phone, and a lobby kiosk
- ✓ Housekeeping board and the housekeeper's app
- ✓ Itemised bill and express check-out
- ✓ Spa, restaurant and activities charged to the room
- ✓ PMS: Cloudbeds, with Mews and Apaleo connectors

Open the live demo

Try it now, procure later.

Scan the code and you are inside Himalayan Grand Hotel, 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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