Voyager CX
BY VOYAGER IT

RESTAURANT GROUPS

A STORY OF ONE TIHAR WEEK

The guest who is known never has to wait.

How a Kathmandu restaurant group turns every order, table and plate into service that feels personal, a kitchen in rhythm, revenue that repeats and a relationship that fills the room again next week.

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 restaurant group: guest ordering and table booking, the kitchen screen, feedback, loyalty and social media. An AI assistant helps in English and Nepali, and your team decides what matters.

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

WHY YOU NEED IT NOW

Why restaurant groups in Nepal need it.

1. **Guests order from their phones**
   Guests already chat on WhatsApp and book on phones. One inbox answers them in English or Nepali.
2. **Festival rushes break the kitchen**
   Dashain and Tihar bring a rush. Slots, "4 left" and one kitchen board spread the load.
3. **Reviews decide who is chosen**
   Guests judge you on Google, Facebook and TikTok. Low scores reach a manager in minutes.
4. **Regulars drift away quietly**
   Nobody notices a regular who stopped coming. Voyager sees it and sends a timely, measured offer.

WHAT YOU GAIN

The benefits, from the first month.

- **Less waiting for guests**
  Order ahead, voice or text, with a screen and a phone ring when ready.
- **Fewer kitchen mistakes**
  Allergies in red, rush to the front, one board for every channel.
- **Tables filled on slow days**
  Slots, waiting list and repeat baskets keep the room full.
- **Offers that really pay back**
  Personal offers tested against a control group.
- **Problems fixed fast**
  A low score opens a case with an owner and a deadline.
- **Social media on autopilot**
  A weekly plan, comments answered, boosts capped and approved.

HOW YOU WILL KNOW

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

SERVICE
Ready when she arrives
Orders ready on time, wait at arrival and stars in the order-ahead report.

OPERATIONS
A calm kitchen
The kitchen strip: average minutes, late orders, rush and done today.

REVENUE
Tables that repeat
Average basket, repeat baskets and the uplift of personal offers against the control group.

RELATIONSHIP
Guests who return
Reviews, members and the low scores answered within the service-level clock.

Dinner is ready when she walks in.

The best service is the kind the guest never waits for. Himal Kitchen meets Sunita on her phone, long before she meets the pass.

	YESTERDAY	WITH VOYAGER CX
SERVICE	A phone that rings at noon, momo orders shouted across the pass, a guest asking "ready ho?" at the counter.	The guest says what she wants in the app, in English or Nepali, or books a table. Her number shows on a screen and her phone rings when it is ready.
OPERATIONS	Paper tickets that go missing, an allergy written in biro, stock found spoiled on Monday.	One kitchen screen for counter, pre-orders and delivery, an allergy in red, and a late order that reaches the manager before the guest complains.
REVENUE	Empty tables on a Tuesday, a rush at one o'clock, and a discount for everybody that rewards nobody.	Pre-orders that spread the rush, a weekly thakali dinner that repeats itself, and offers made for each guest and measured against a control group.
RELATIONSHIP	A comment card in a drawer, and a regular the new waiter has never met.	A QR on the table, a low score in the manager's hand within minutes, and a guest known by her favourites, her family and her birthday.

SERVICE

TUESDAY · 09:15 · THAMEL 01

A table for six, for Tihar, in four taps.

Laxmi Puja is on Saturday and Sunita wants the family together. She picks the day and a time slot in the app and books the big table. The slot is full, so she joins the waiting list. A reminder comes the day before.

Table booking · Slots and capacity · Waiting list · Reminders

THURSDAY · 18:05 · THE BUS HOME 02

She speaks, and the basket builds itself.

Sunita opens the app, taps the microphone and says "duita buff momo, ek thakali set, no peanuts, 40 minute ma". The assistant asks one thing: which size. She changes her mind about the set, taps undo, and confirms.

Order by voice or text · Order ahead · Notes read from the sentence · Nepali and English

OPERATIONS

SATURDAY · 12:10 · THAMEL KITCHEN 01

Pemba's team sees the whole lunch on one screen.

Counter orders, pre-orders and deliveries sit on one board as tickets: a big number, the guest's first name, eat in or take away, and a timer from green to amber to red. The momo station sees only its own lines.

Kitchen display · Stations · All day and Upcoming · Staff app

SATURDAY · 12:32 · THE PASS 02

The allergy is red, and the guest in the car is not forgotten.

A Tihar family order carries the note "Allergy: peanuts". It is the red ticket at the grill. One guest waits in her car, so Kabita taps rush and her ticket jumps to the front. A late order pings her phone.

Allergy notes · Rush · Bump and undo · Late-order alert

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

HOW IT WORKS · GROWING THE BUSINESS

Every regular is a standing order, and none of it feels like selling.

The meal ends. The relationship does not.

REVENUE

EVERY DAY · 11:30 TO 14:00 — 01

The rush is spread, not suffered.

Pre-orders go into time slots with a set number each, and the app shows "4 left" or "Full". A guest who cannot get 13:00 takes 13:15 instead of walking away. A notice period and order hours keep the kitchen from being buried.

Order ahead slots · Capacity per slot · Delivery by area · Pay ahead

FRIDAY · 17:00 — 02

The family thakali dinner repeats itself.

Sunita's Friday dinner is a repeat basket: every week, the same set, and a reminder the evening before saying "Tomorrow: family thakali set. Change or skip it." Her usuals shelf does the rest. She pays ahead with the restaurant's own wallet details.

Repeat baskets · Your usuals · Often bought with · Pay ahead

RELATIONSHIP

SATURDAY · 13:45 · TABLE 7 — 01

Feedback arrives at the table, not in a drawer.

A card on the table carries a QR code. Sunita scans it while her son blows out the candle. The survey is two questions long and in her language. A happy score sees one-tap links to leave a public review.

QR at the table · Surveys on every channel · Flow designer · Review share

SATURDAY · 14:20 · THAMEL — 02

A cold plate is heard in minutes, and answered by a person.

At another table, Mr Gurung rates his order 2 stars and ticks "food was cold". The score is above the alert level, so a message goes to Kabita's phone and a case opens with an owner and a deadline. She replies before he leaves.

Alert on a low score · Cases with owners · Same-thread reply · Customers to save

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.

> *"Lakeside ma Saturday 6 jana ko table milcha? Momo khana man chha!" 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.

> *"Food was cold" at Thamel on Facebook, WhatsApp and a survey becomes one case, with one owner.*

ON AUTOPILOT

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

The world comes in

Social media → the group

21:40 · FACEBOOK
"Thamel ma Tihar ko dinner, 30 jana? Veg thakali cha?" A page comment on a festival post.

AI · GROWTH AGENT
Answers within the brand's rules and sends the booking link. The lead keeps its source.

PERSON · 08:30 · SALES
Group bookings go to the growth inbox. Complaints go to care.

The guest speaks

Guest → the group

14:20 · WHATSAPP
Two stars on order T-117: "momo chiso thiyo", and a short comment.

AI · UNDERSTOOD
The words are scored unhappy and flagged. The order, outlet and time are attached.

PERSON · OWNED AND TIMED
A case opens for the Thamel manager with a service-level clock.

The group reaches out first

The group → the guest

AI · ORDER READY
The member's phone rings and buzzes. A guest with consent gets WhatsApp or SMS.

AI · BIRTHDAY
A wish, with consent and the gift the group set, on the day.

DRIFTING REGULAR
A "we've missed you" offer goes to the guest who has gone quiet.

> "A good dinner fills a table once. Being remembered fills it every Saturday.

Sunita Karki
Guest · regular, mother of two

Pemba Sherpa
Head chef, central kitchen

Kabita Rai
Outlet manager, Thamel

Anil Shrestha
Owner, Himal Kitchen Group

Himal Kitchen Group 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 restaurant groups
- ✓ Voice or text ordering in English and Nepali
- ✓ Order ahead with slots, "4 left" and "Full"
- ✓ Table booking with slots and waiting list
- ✓ One kitchen board for counter, pre-order, delivery
- ✓ Allergy notes in red, rush to the front
- ✓ Customer display with "Now calling" and a number
- ✓ Repeat baskets and "your usuals"
- ✓ Birthday gifts and Tihar wishes, with consent

Open the live demo

Try it now, procure later.

Scan the code and you are inside Himal Kitchen Group, 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
Sumendra Pandey, Voyager IT

WHATSAPP
+977 981 345 4702

E-MAIL AND WEB
sumendra.pandey@voyageritnepal.com
· voyageritnepal.com