Voyager CX
BY VOYAGER IT

SUPERMARKETS & SHOPS

A STORY OF ONE WEEKLY SHOP

The weekly shop is done before the car leaves home.

Himal Fresh meets Sita on her phone before Dashain and hands the family their shopping on Saturday. Behind it, fresh shelves, honest prices, offers that fit and a shop that knows its regulars.

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 shopper, remembers them, and acts.

Voyager CX is one platform for a supermarket chain. It listens to shoppers on WhatsApp, SMS, phone and social media, runs your loyalty and your own app, keeps shelf prices and freshness right, and acts on what it hears, with AI.

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

WHY YOU NEED IT NOW

Why supermarkets and shops in Nepal need it.

1. **Shoppers already talk on WhatsApp**
   They ask on WhatsApp, Facebook and TikTok. Answers must come in minutes, in English or Nepali.
2. **Dashain and Tihar peaks**
   Festival weeks bring crowds and queues. Order ahead and voice ordering move the work out of the aisles.
3. **Price and freshness complaints**
   Wrong shelf labels and soft tomatoes lose trust fast. Catch them before shoppers shout.
4. **New marts and online shops**
   Shoppers can switch easily. Offers that fit each family and an app in your brand keep them.

WHAT YOU GAIN

The benefits, from the first month.

- **Shopping without queues**
  Order by voice or app, collect from the car park with a one-time code.
- **Shelf prices that match the till**
  Every label is checked against the till, every day, per shop.
- **Fresher shelves, less waste**
  Dated lots, reduce-to-clear labels and a waste log with reasons.
- **Offers proven to work**
  Personal offers measured against a control group, so you keep what pays.
- **Complaints fixed, not lost**
  One inbox and case owners across all channels; alerts when problems repeat.
- **Your brand, your data**
  Your own app, English and Nepali, shop managers see only their shops.

HOW YOU WILL KNOW

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

SERVICE
Effortless shopping
Orders by voice or app, time to collect, and shoppers who say it was easy.

OPERATIONS
Fresh and honest
Shelf labels that match the till, the waste recovered, and the time from alert to fix.

REVENUE
Offers that earn
Offer lift against the control group, basket size and wallet use.

RELATIONSHIP
Families who return
Repeat visits, complaints resolved on first contact, and members' satisfaction.

HOW IT WORKS · A DAY AT HIMAL FRESH SUPERMARKETS

Sita says what she needs, and the basket builds itself.

The best service is the queue nobody stands in, from the phone, the shop map or the car park.

	YESTERDAY	WITH VOYAGER CX
SERVICE	Sita queued with a long list, and a trolley that was never quite right.	She speaks or types the list, collects in the car park, and only the right person can take it.
OPERATIONS	Soft tomatoes were found by customers first, and shelf prices drifted from the till.	Repeated complaints raise an alert; every shelf label is checked against the till, every day.
REVENUE	The same flyer reached everyone, and nobody knew which offer worked.	Each family gets its own offers, proven against a control group, paid by card or wallet.
RELATIONSHIP	A regular complained three times and a staff member remembered one.	One memory per family, a reply in minutes, and a thank-you when the fix is done.

SERVICE

FRIDAY · 18:40 · AT HOME, LALITPUR — 01

She talks to the phone while the dal cooks.

Before Dashain, Sita says: "dui kg chamal, ek bottle tel ra paanch ota roti, ek ghanta ma linchu." The app asks only what it must: which rice? It shows the one on offer, and nothing is ordered until she taps Confirm.

Voice ordering · Order ahead · Budget meter · Often bought with

SATURDAY · 10:15 · BANESHWOR — 02

Her husband shops her list, and the shop shows him the way.

Sita's "Weekend lunch" list was handed to Bikash with "Before six, please". At the door he scans the label; the app opens the store map. "Tel kata cha?" he asks, and a route appears to the aisle and shelf.

Family lists · In-store guide · 3D store map · Arrival welcome

OPERATIONS

TUESDAY · 08:00 · BANESHWOR — 01

Anil hears about soft tomatoes before the customers shout.

Freshness complaints keep repeating, and tomatoes and 5-litre oil are at zero stock. An alert reaches Anil's phone. He opens a corrective action with an owner and a deadline: reprint labels, reorder oil, move delivery before opening.

Repeated-reason alerts · Corrective actions · Evidence photos · Baseline kept

WEDNESDAY · 09:00 · HEAD OFFICE — 02

Kabita's labels are checked against the till, every day.

New shelf tickets for tomatoes, onions and the 2-for-1 oil are printed in twenty minutes and put up. Her price page compares each label with what the till charged, and flags promotion labels left up after the end date.

Shelf tickets · Price integrity · Shelf tasks · Shopper reports

Every channel, one inbox

Shoppers 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 family gets offers that fit, and the proof.

A shop that remembers, and replies in minutes.

REVENUE

MONDAY · 07:30 · TIHAR WEEK 01

A Tihar offer made for Sita, not for everyone.

Sita buys sweets and dairy every week. Her phone shows 20% off dairy "because you buy dairy often". A fifth of similar families are held back, and Rajesh later sees which offer truly lifted the basket, with the proof.

Personal offers · Control group · Picked for you · Festival calendar

SATURDAY · 11:05 · POKHARA 02

Scan, pay, walk out.

At the Lakeside shop, Pemba scans items on his phone, offers apply as he goes, and he pays from his wallet, topped up by card or mobile wallet through the payment provider. A code opens the exit; some baskets are checked.

Scan and go · Wallet · Exit code · Members' plan

RELATIONSHIP

WEDNESDAY · 09:15 · WHATSAPP 01

Sunita's third complaint is answered in six minutes.

"Third time this week, the tomatoes are soft." The assistant answers at once and opens a case. Anil calls within forty minutes, apologises, and the case closes the same morning. Her tablet answer is linked to her card.

WhatsApp inbox · Cases with owners · Linked survey · Win-back

FRIDAY · 16:30 · LALITPUR 02

The birthday list is ready before the guests are.

"Ten guests, no alcohol", Sita says. The app builds eleven items in walking order for the aisles of the shop. A birthday gift of points arrives for her daughter, and a reminder of saved family days comes a week before.

Occasion lists · Birthday gifts · Saved days · Walking order

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 Dashain mutton pack also at Bhaktapur?" 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.

> *Soft tomatoes at one shop show up on the till tablet, WhatsApp and a review: one case, answered the same morning.*

ON AUTOPILOT

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

The world comes in

Social media → Himal Fresh

19:30 · FACEBOOK
A shopper asks if the Dashain mutton and masala packs are in at Bhaktapur.

AI · GROWTH AGENT
Replies from the shop's own stock list and drafts a festival post for approval.

PERSON · 08:30 · MARKETING
Anil's team approves the post, with a spend cap, and watches the tracked link.

The shopper speaks

Shopper → Himal Fresh

FRIDAY · WHATSAPP
"dui kg chamal, ek bottle tel" becomes a basket, one question at a time.

AI · ORDER ASSISTANT
Offers the brand on promotion; nothing is ordered until Sita taps Confirm.

PERSON · SATURDAY · COUNTER
A packer hands over the bags after the one-time code is scanned.

The shop reaches out first

Himal Fresh → the shopper

TUESDAY · 09:00
Fresh mangoes are back; the offer goes to those who buy them often.

AI · OFFER ENGINE
Picks the depth for each family and holds back a control group.

PERSON · WEDNESDAY · SHOP
Anil sees which offers worked and which shopper to thank in person.

> "Be the shop where the weekly shop is easy, and the family is known.

Sita Sharma
Shopper · Mother of three

Anil Shrestha
Shop manager · Baneshwor

Kabita Rai
Shelf and price lead

Rajesh Thapa
CEO · Himal Fresh

Himal Fresh Supermarkets 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 supermarkets and shops
- ✓ Order ahead, voice ordering and collector codes
- ✓ In-store guide, shop map and parking
- ✓ Family accounts for the weekly shop
- ✓ Shelf tickets and price integrity against the till
- ✓ Freshness: lots, reductions and waste
- ✓ Dashain and Tihar offers and festival calendar
- ✓ Personal offers, wallet and the members' plan
- ✓ Scan and go with exit checks

Open the live demo

Try it now, procure later.

Scan the code and you are inside Himal Fresh Supermarkets, 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