Voyager CX
BY VOYAGER IT

SCHOOLS, NURSERY TO GRADE 12

A STORY OF ONE NEW FAMILY

The family that feels known stays for good.

How a Lalitpur school turns every Viber question, every meeting and every morning at the gate into a personal welcome, an office that runs itself, steady admissions and a bond that lasts to +2 graduation.

Try it live, now

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

SERVICE · OPERATIONS · ENROLMENT & RESOURCES · RELATIONSHIP

WHAT IS VOYAGER CX?

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

Voyager CX is one platform for how a school talks with families: WhatsApp and Viber questions, admissions enquiries, meetings, feedback, your own app and office workflows, with AI. It sits beside your student records, not in place of them.

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

WHY YOU NEED IT NOW

Why schools in Nepal need it.

1. **Admissions are won in days**
   After SEE results families compare schools fast. The school that answers first and keeps track wins the place.
2. **Parents ask at night**
   Questions arrive on Viber and WhatsApp at ten at night. An answer by morning is often too late.
3. **The front office is overloaded**
   Phone calls, forms and corridor queues take staff time that families and teachers need.
4. **Reputation lives on Facebook**
   One unanswered bus complaint or comment can be read by hundreds of parents before the school replies.

WHAT YOU GAIN

The benefits, from the first month.

- **Answers day and night**
  WhatsApp, chat and phone answer from your own prospectus, with a person taking over.
- **Fewer admissions lost**
  Every enquiry is tracked to a visit, an open-day place and a follow-up.
- **Meetings without queues**
  Parents book teacher meetings in the app and get reminders.
- **Problems seen early**
  Repeated bus or gate complaints raise an alert and become a case with an owner.
- **A lighter school office**
  Requests, approvals, leave, duty rota and minutes run in one place.
- **English and Nepali**
  App, chat and voice work in English, Devanagari and romanised Nepali.

HOW YOU WILL KNOW

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

SERVICE
Questions answered fast
How quickly a family gets a first answer, and how many need a person.

OPERATIONS
Worries closed
Cases raised from the gate and the bus, closed on time, with the score before and after.

ENROLMENT & RESOURCES
Enquiries to places
Enquiries to visits to places taken, and families who re-enrol before the date.

RELATIONSHIP
Families who feel heard
Scores from parents' own channels, and low scores called back within a day.

The welcome starts before the first visit.

The best service is the kind a parent never has to chase. The school meets Sita on her phone at ten at night.

	YESTERDAY	WITH VOYAGER CX
SERVICE	A parent rings at 8:05, gets the busy tone, then queues in the corridor to ask about a form.	Answers at ten at night from the school's own documents, a ticket on the phone, and a teacher meeting booked in three taps.
OPERATIONS	Requests on paper, approvals chased by hand, and a school bus problem that lives in the staff room for a month.	Every request approved by the right person on time, and a worry about the bus raised to the head of block within the week.
ENROLMENT & RESOURCES	After SEE results, enquiries cool in an inbox, open day is a guess, and re-enrolment is settled by hoping.	Every enquiry answered and tracked to a visit, open-day places counted at the door, a gentle question before the re-enrolment date.
RELATIONSHIP	A yearly survey that arrives after the damage, and a parent who is a stranger again every Baisakh.	A short question on the parent's own channel, a low score that becomes a call from a person, and a school that remembers.

SERVICE

TUESDAY · 22:10 · AFTER BEDTIME — 01

Her questions are answered at once, in her words.

Sita messages the school on WhatsApp: what age for Grade 1, and does the bus come to Satdobato? The assistant answers from the school's own prospectus and policies. When it is not sure, it says so and hands over to Anil, who sees it first thing with the whole thread.

Chat on WhatsApp · Answers from your documents · Hand-over to a person · Inbox

SATURDAY · 09:40 · OPEN DAY — 02

The tour is booked, and there is no line at the gate.

Sita reserved a place on the 10:00 tour in the school's app. At the gate she shows her ticket and a staff member checks her in with one tap. Inside, the admissions desk has a ticket queue and a screen showing whose turn is next.

Event booking with places · Ticket and check-in · Virtual queue · Waiting-room screen

OPERATIONS

WEDNESDAY · 15:50 · MAIN GATE — 01

The school bus worry is a case, not a rumour.

Parents leaving see a ten-second question on a tablet, and a QR code on a poster: how was the bus today? Three days running, parents choose slow, and one writes "40 minute". A rule says the same reason five times in two days raises an alert.

Gate tablet and QR survey · Repeated-reason alert · Case with owner and deadline

MONDAY · 07:45 · STAFF ROOM — 02

A projector request that finds its own way to a yes.

Kabita asks for a projector for room 1B. The request follows the school's delegation of authority: the head of department first, then the bursar because of the amount. It checks the Grade 1 budget, and once approved becomes a purchase order.

Requests · Approval matrix · Budgets · Purchase orders

Every channel, one inbox

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

Enrolment stops being left to chance.

A bond that lasts from nursery to graduation.

ENROLMENT & RESOURCES

MONDAY · 09:00 · AFTER SEE RESULTS 01

Every +2 enquiry is answered and followed up.

Over the weekend, thirty comments and messages ask about +2 science and management. The growth agent replies within the school's rules, sends the open-day link, and captures each name as a lead. Anil starts Monday with a list, not a mystery.

Growth agent · Tracked links · Landing page with lead form · Content calendar

WEDNESDAY · BEFORE DASHAIN 02

A festival post, approved before it goes live.

The content calendar knows Dashain, Tihar and Nepali New Year. The agent drafts a Dashain greeting reel; Rajesh approves it first. A paid boost starts paused, with a spend cap he sets, and goes live only on his tap.

Holiday-aware calendar · Reels with approval · Boosts with a spend cap · Brand kit

RELATIONSHIP

FRIDAY · 17:00 · ON THE PARENT'S PHONE 01

A short question, then a person who listens.

After the meeting Sita gets one question on WhatsApp: how was it? She answers 4 out of 10 and adds, "Kabita Miss was rushed." A case opens. Rajesh calls her on Saturday and she hears back before she posts a word anywhere.

Survey on WhatsApp, QR, SMS · Survey flow designer · Low score opens a case · Customer 360

TIHAR · EVENING 02

A greeting that sounds like the school.

Before Tihar the school sends a warm greeting to families who agreed to hear from it, in their language and outside quiet hours. Sita's reply, "Shubha Tihar!", lands in the same inbox, on the same thread, with everything the school already knows.

Festival greetings with consent · Quiet hours · Sent log · One inbox

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.

> *"School bus ko problem solve bhayo, dhanyabad! Admission pani easy thiyo." 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.

> *Bus, admission or fee: the same topic on Facebook, Viber and a call 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 school

22:30 · FACEBOOK
"Any seats in Grade 1? Is there a bus from Satdobato?" Comments multiply after SEE results.

AI · GROWTH AGENT
Replies within the school's rules and sends the open-day booking link.

PERSON · 09:00 · ADMISSIONS
Anil sees the lead and the whole thread, and calls the family.

The parent speaks

Parent → the school

15:50 · VIBER OR WHATSAPP
"Bus ghar pugna 40 minute lagyo, kina?" The parent writes in Nepali.

AI · UNDERSTOOD
The words become a request for the transport desk, no form to fill.

PERSON · OWNED AND TIMED
Five of the same reason in two days alert the head of block.

The school reaches out first

The school → the parent

AI · DAY BEFORE AND 2 H BEFORE
"Your meeting with Kabita Miss is tomorrow at 16:10." It goes out by itself.

AI · BEFORE DASHAIN
A greeting in the family's language, with consent, outside quiet hours.

PERSON · LOW SCORE
A 4 out of 10 opens a case, and the parent hears back from a person.

> A parent who feels known never has to choose again.

Sita Sharma
New parent · Grade 1 family

Anil Shrestha
Admissions officer

Kabita Rai
Grade 1 class teacher

Rajesh Thapa
Principal

Himalaya Valley School 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 schools
- ✓ Open-day places, tickets and check-in at the gate
- ✓ Front-office virtual queue with a waiting-room screen
- ✓ Parent-teacher meetings with reminders and waiting list
- ✓ Answers from your prospectus and school policies
- ✓ Fee notices and reminders (fees are not collected)
- ✓ Gate-tablet and QR survey for the bus and drop-off
- ✓ Requests with delegation-of-authority approvals
- ✓ Leave, duty rota, policies and board minutes in one place

Open the live demo

Try it now, procure later.

Scan the code and you are inside Himalaya Valley School, 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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