

RESEARCH & DATA COLLECTION

VoiceInsights Africa

From the instrument to the handover, on one governed pipeline

“Every Voice. Every Language. Every Insight.”

VERSION

1.0

PUBLISHED

2026-09-21

DOCUMENT

VIA-CAP-RESEARCH-
DATA

AUDIENCE

Public · Procurement

End-to-end research and data collection

VoiceInsights turns community and field evidence into traceable, decision-ready institutional intelligence.



The full profile. This brief is drawn from the [Company & Capability Profile 2026](#), which carries every capability, its registered status and its limits in full. Where the two are read together, the profile governs.

What can be commissioned

STUDY TYPE	STATUS
Household survey	Supported, bounded
Population survey	Supported, bounded
Kap survey	Proven
Farmer survey	Supported, bounded
Facility assessment	Proven
Health facility assessment	Supported, bounded
Needs assessment	Supported, bounded
Rapid needs assessment	Supported, bounded
Wash assessment	Supported, bounded
Protection assessment	Supported, bounded
Gender inclusion assessment	Supported, bounded
School assessment	Supported, bounded

Enumerator and field operations

Assignment and access

Enumerator assignments are bound to a project. Field staff sign in through a separate door using a project code, an enumerator ID and a PIN — not an email and password — and a session is refused for a project they are not assigned to.

Supervision

Submissions carry the enumerator and the assignment that authorised them, so a supervisor reviews work that is attributable rather than anonymous.

Offline is the default assumption, not a fallback. The field application collects without a network and reconciles when a device reconnects. Validation runs on the device and again on the server, so an unusual route cannot bypass it.

Collection routes

6 registered routes into one governed pipeline. What arrives is shaped the same way whichever route it came through.

COLLECTION ROUTE	STATUS
Phone Call	Proven
WhatsApp	Proven
SMS / Feature-Phone Fallback	Proven
Web Platform Link	Proven
Offline Mobile Application	Proven
Email	Proven

The web link and the offline application work wherever the platform is deployed. Phone, WhatsApp and SMS are connected once a communications provider is configured for your organisation — one account covers all three.

What the instrument can and cannot do

Published limitations, carried on every study type.

No roster. One record per unit on every collection surface. Member-level rosters — a household enumerated person by person — are held relationally by the platform, and there is no roster control on the

No causal claim. Change is reported descriptively — a value, a later value, and the difference between them. No causal or attribution claim is produced, because the platform implements no identification strategy

No media capture. Photographs, GPS points and file attachments are not question types a respondent or enumerator answers. Location is recorded about a submission, not asked as a question.

Bounded logic. Skip logic is one condition on one earlier question — “if they said no, do not ask the follow-ups” — evaluated by the server as well as the device. Multi-condition expressions, arithmetic ac

These are published on every study type rather than discovered during fieldwork. A programme that needs member-level household rosters, photographic or GPS evidence as an answer, or multi-condition branching should know that before the instrument is designed, not after.

Multilingual delivery, quality and handover

What we will not tell you about language. No speech-recognition accuracy figure is published for any African language, because none has been benchmarked. The platform performs no automatic language detection — a declared language is what the caller supplied. The number of registered languages is not a capability figure, and the six axes are never added into a single “languages supported” number.

[PDF](#)[DOCX](#)[PPTX](#)[XLSX](#)[CSV](#)[JSON](#)

Handover includes the governed dataset export alongside the publications, so your team can analyse in its own stack without losing the record of how each value was produced.

Request a Demo

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Research & Data Collection Capability Statement · Version 1.0 · voiceinsightsafrica.com

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Derived from the Company & Capability Profile 2026 and the governed capability registries. 126 master claims audited; 39 excluded as future or withheld.