# Nanny Whisperer — Platform User Flow Summary (Developer Context)

Nanny Whisperer is a **private childcare matchmaking platform**. There is **no public browsing**. Everything is delivered discreetly through **tokenized pages** and **automation** in GHL + a small custom Next.js app.

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## 🧑‍🍼 Nanny Flow

1. **Joins with €20 membership**
2. Completes onboarding (skills, experience, languages, lifestyle, availability)
3. Enters the database (Airtable)
4. Can upgrade to Verified (checks) or Certified (in-house course)
5. Waits to be matched — they **do not browse hosts**

When matched, they may receive:

- Standard: text message chat
- Fast Track: automated video interview request
- VIP: concierge-coordinated meeting with host + Kayley

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## 🏠 Host Flow

1. **Joins with €20 membership**
2. Completes onboarding (family details, schedule, expectations)
3. Host is placed in a **priority queue** based on tier:
   - Standard → normal processing
   - Fast Track → priority
   - VIP → concierge-first
4. Receives curated shortlist via **private token link**
5. Views:
   - **Shortlist page** (summary cards)
   - **Nanny CV page** (full profile)
6. Can message (Standard), or request interviews (FT/VIP)

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## 🎥 Interview Flow (BOTH must click Proceed)

### Standard (€20)

- Only text chat

- If both click **Proceed**, we upsell €200 contract + PDF guide

**Fast Track (€500)**

- Host selects **5 time slots** (GHL calendar)
- Nanny picks one via token link
- NW Zoom call auto-created (no concierge)
- After call → Proceed/Pass

**VIP (€3,000)**

- Host selects **5 slots**
- System checks overlap with **Kayley's calendar**
- Nanny sees only matching slots
- NW Zoom 3-way call with concierge moderating
- After call → concierge manages next steps + contract

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# ☐ Matching Engine (Airtable)

When hosts onboard, the platform compares host <-> nanny using:

- Must-match filters
- 100-point score (40 core, 20 skills, 20 values, 20 bonus)

Certified nannies appear first to VIP hosts.

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# ☐ Privacy Model

- No public search
- All host/nanny pages **tokenized + noindex**
- Zoom uses **generic names** (e.g., "Family 104", "Candidate 203")
- Contact details masked except for Standard users (allowed to share)

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# ☐ Platform Split (who builds what)

**Developer (Next.js + APIs)**

- Tokenized pages: shortlist, CV, interview request
- Scheduling flows (5 slots → nanny selection → Zoom creation)
- Zoom API integration
- Token security
- Airtable CRUD

- Webhooks with GHL

## GHL VA

- Calendars, pipelines, tags
- Workflows for notifications and reminders
- Messaging for Standard
- Contract upsell
- Courses + PDF access
- Payment logic

**SAME SAME IN MORE DETAIL**

**◻ Nanny Whisperer — Final Technical Summary for Developer + GHL VA**

*(Short, complete, and includes ALL requirements across every document.)*

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### 1 Core Product Model — Discreet, No Open Search

- No public browsing of nannies or families.

- Hosts receive **private, tokenized links** by email:

    1. **Shortlist Page** → multiple nanny summaries

    2. **CV Page** → full nanny profile

- All pages must be **private, token-secured, and noindex**.

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### 2 Tech Stack Overview

**Use GHL wherever possible**.
**External app only where required** (token pages, scheduling logic, Zoom automation).

#### ✔ GHL (GoHighLevel)

- Host + Nanny onboarding (all fields from onboarding doc)

- Payments (membership, FT, VIP, €200 contract upsell)

- Pipelines, workflows, tags

- Calendars (Host calendars + VIP concierge calendar)

- Conversations (Standard tier messaging)

- Course hosting (video courses)

- Membership area (PDF guides)

#### ✔ Airtable

- Database for Hosts, Nannies, Match Scores, Shortlists, InterviewRequests

- Houses 100-point matching algorithm fields

- Admin/staff browse database internally

#### ✔ Next.js (Developer)

- Build tokenized pages (Shortlist, CV, Interview Request)

- Build scheduling logic (host slots → nanny selection → Zoom meeting)

- Implement Proceed/Pass endpoints

- Integrate with Zoom API

## ✔ Zoom API

- One video platform for **Fast Track and VIP**
- NW-owned Zoom account
- Generic display names + waiting room
- No concierge for FT, full concierge for VIP

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## ③ Matching System (Based on Uploaded Docs)

- Must-match filters: location, availability, age groups, special needs, live-in/out
- 100-point scoring system:
  - 40 Core
  - 20 Skills
  - 20 Values/Lifestyle
  - 20 Bonus (languages/salary/certifications)
- VIP hosts see Certified nannies first
- Certified = completed GHL in-house cultural/behavioural course

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## ④ Communication & Interview Logic

### ★ 1. Standard (€20)

- Text chat via **GHL Conversations** (can share files & contact details)
- Both see **Proceed / Pass**
- If both Proceed → Offer **€200 PDF Contract + Valentina's Guide**
- No video calls

### ⚡ 2. Fast Track (€500)

- After both Proceed →
  **Host picks 5 time slots** from their GHL calendar
- Nanny receives tokenized link → chooses slot
- If none: nanny clicks **"None available"** → host selects 5 new slots
- When chosen: **Auto-create NW Zoom meeting**
- No concierge
- Generic names in Zoom

## ☐ 3. VIP (€3,000: €1,000 deposit + €2,000 balance)

- After both Proceed →
  **Host picks 5 slots**

- System checks **overlap with Kayley's GHL concierge calendar**

- Nanny receives only those matching slots

- If none → loop until overlap exists

- When chosen → **Auto-create NW Zoom 3-way call**

- Kayley/Concierge moderates (waiting room, renaming, chat restricted)

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## 5 Developer Responsibilities

1. Build tokenized pages:
   - Shortlist
   - Nanny CV
   - Interview Request (host summary + slot selection)

2. JWT-based secure tokens & noindex

3. Host slot picker (pull from GHL calendar)

4. Nanny slot picker (FT = all 5 slots; VIP = filtered by Kayley availability)

5. Retry loop for "None available"

6. Zoom API integration for automated meetings

7. Webhooks to/from GHL + Airtable

8. Write & update interview records in Airtable

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## 6 GHL VA Responsibilities

- Build Host calendars + VIP Concierge calendar

- Build workflows sending token links and reminders

- Create "Proceed / Pass" automations

- Configure GHL Conversations for Standard

- Set up €200 contract upsell

- Set up courses + memberships

- Configure email/SMS templates for all tiers

- Handle payment workflows and tier tagging

## 7 Privacy & Discretion Rules

- No open search

- All shortlists/CVs/private links tokenized

- Hosts & nannies see generic names in Zoom

- Concierge moderates VIP only

- Data isolation: first name + initial only until interview

- All meetings occur through **NW-owned Zoom**, never personal links

## 8 Membership Bonuses (ALL €20 Members)

Every Host and Nanny who pays the €20 membership receives:

### Video Courses (GHL Courses Module)

- Cultural expectations

- Behaviour, communication, best practices

- General onboarding essentials

- Accessible via GHL membership portal

### PDF Guides

- Profile-writing guide

- Cultural expectations

- Interview preparation

- Host/Nanny role expectations

- Automatically granted to all members

No dev work required — GHL VA manages these.

### ✔ This summary gives your tech team exactly what they need to confirm:

- The **architecture**

- The **tech stack**

- The **skillset required**

- The **responsibilities split** (Developer vs GHL VA)

- The **communication and scheduling flows**

- The **matching logic**

- The **privacy model**