HopeLine Assistant – Full Technical Blueprint for The Faith House

This document contains the full, detailed specification for building a professional-grade AI chatbot ("HopeLine Assistant") for The Faith House website. It provides UI design, backend architecture, safety protocols, conversation flows, training data structure, appointment booking system, knowledge base, and deployment instructions suitable for production use and agency■level resale.

1. Project Identity & Purpose

Name: HopeLine Assistant. Goal: Provide supportive, structured, recovery■friendly guidance to individuals exploring sober living at The Faith House. Tone: Warm, simple language, calming, respectful, encouraging. Operational Goals: • Help visitors understand the program. • Guide them through rules, expectations, and pricing. • Help them request tours/calls. • Answer typed questions intelligently using an AI engine. • Provide crisis support info immediately when needed. • Collect contact info for intake follow■up. This bot must function as both: (1) a guided menu assistant, and (2) an AI Q&A; assistant.

2. Required Features (High■Level)

• Floating chat bubble on every page. • Click-to-open chat window. • Welcome message + menu buttons. • Free■typing AI Q&A.; • Knowledge■base grounding on Faith House info. • Structured flows: About, Requirements, Pricing, Apply, Tour, Crisis Support. • Automated 4■step appointment intake. • Crisis■safe responses built directly into the system prompt and frontend. • Backend logs/store all appointment requests. • Mobile■optimized UI. • Clean modern colors: soft blues/greens, gentle shadows, round corners.

3. Detailed UI/UX Specification

Widget bubble: • Bottom-right position (fixed). • 56px circle, gradient blue/teal. • Opens chat window on click. Chat Window: • 360px width (desktop), 94vw (mobile). • Rounded 16px corners, subtle shadow. • Header: – Title: HopeLine Assistant – Subtitle: "Here to support your next step ■" – Close button. • Messages area: – Assistant messages left-aligned, white bubble. – User messages right-aligned, blue bubble. • Menu Area: – 8 buttons: About, Requirements, Availability, Pricing, Apply, Tour/Call, Crisis Support, Contact Info. – Quick-reply style, pill-shaped. • Input Area: – Text field + Send button. – Supports Enter-to-send. • First Message: "Hi, I'm HopeLine Assistant ■ …"

4. Backend Architecture

Use: Node.js + Express. Files: • index.js – main server. • public/index.html – UI layout. • public/styles.css – UI styles. • public/script.js – chat logic + flows. Dependencies: • express • cors • dotenv • openai (latest SDK) Environment Variables: • OPENAI_API_KEY Server Endpoints: 1) POST /api/chat – Receives history[] of messages. – Prepends system prompt. – Calls OpenAI model (gpt■4.1■mini recommended). – Returns { reply: string }. 2) POST /api/appointment – Saves: name contact preferredTime notes – Logs to console and optionally stores to appointments.json. Static File Serving: • express.static("public")

5. System Prompt (Copy■Ready)

Role: system Content: "You are 'HopeLine Assistant', the supportive chatbot for The Faith House, a structured sober-living home. Your tone: warm, simple, calm, non■judgmental. Your goals: • Explain sober-living expectations: sobriety, meetings, curfews, chores, job search. • Provide clear guidance on applying and what to expect. • Help schedule tours/calls. • Encourage, but never pressure. Crisis Protocol: • If user suggests self-harm or danger: – Acknowledge feelings. – Direct them to 988 (Suicide & Crisis Lifeline), 1■800■662■HELP, 911, or local emergency help. – Encourage reaching out to a trusted person offline. – Do NOT minimize crisis or continue normal conversation unless user re-initiates. Rules: • No medical or clinical advice. • No diagnosis. • If info is unknown (prices, exact policy), say: "Pricing varies; staff can confirm exact details." Style: • Short paragraphs. • Bullets when

helpful. • No big walls of text. • Always supportive, never judgmental.

6. Conversation Flow Scripts (for menu buttons)

ABOUT: "The Faith House is a structured sober-living environment… (describe program, structure, purpose). Offer next steps: Requirements, Pricing, How to Apply." REQUIREMENTS: List expectations clearly: • Stay clean/sober. • Attend meetings. • Respect curfew. • Respect staff/residents. • Maintain cleanliness. • Work/look for work. Offer next steps. PRICING: General: covers housing/utilities/support. Exact prices vary; confirm with staff. AVAILABILITY: "Varies depending on openings. Best to contact staff." APPLY: Describe typical application: info, background, emergency contact, agreement to rules. TOUR/CALL: Trigger 4■question appointment flow: 1) Name 2) Phone/email 3) Preferred time 4) Extra notes Send to /api/appointment. CRISIS: Static message directing to 988, 1■800■662■HELP, 911. Do not call AI.

7. Appointment/Tour Intake Flow (Detailed)

Frontend script.js must implement a lightweight state machine: State 1: Ask name → User responds → store in intakeData.name State 2: Ask contact (phone/email) → store in intakeData.contact State 3: Ask preferred time window → intakeData.time State 4: Ask additional notes (optional) → intakeData.notes POST these to /api/appointment. Show confirmation. Backend: /api/appointment → validate, log, optionally store JSON, return {success:true}.

8. Faith House Knowledge Base Structure

Train the AI using: • Overview of The Faith House (sober-living, structured, recovery-oriented). • House expectations (meetings, sobriety, curfews, chores). • Resident responsibilities (respect, cleanliness, community rules). • Program benefits (structure, accountability, supportive environment). • Application instructions. • Pricing disclaimer. • Crisis disclaimers. • Tone rules. Include full website text if available.

9. Deployment Steps (Replit)

1) Create new Node.js Repl. 2) Add folder /public. 3) Create index.html, styles.css, script.js. 4) Create index.js. 5) Add package.json with dependencies. 6) Add OPENAI_API_KEY in Secrets tab. 7) Run `npm install`. 8) Run app → Replit provides a live URL. 9) Use that URL as demo link for Faith House or future clients.

10. Business Use: Using This Bot as a Demo for Other Clients

To resell: • Replace The Faith House branding with business branding. • Swap out menu options. • Add/modify appointment flow. • Replace tone/system prompt to match business style. • Adjust colors, fonts, icons. • Provide businesses with their own data/knowledge. • Sell setup + monthly maintenance for updates, logs, analytics. Recommended Pricing: • $250–$600 setup • $50–$200/month maintenance