MASTER IMPLEMENTATION PROMPT FOR REPLIT

Paste this entire prompt into Replit’s AI and make sure the
project includes the PDF:
FaithHouse_HopeLine_TopTier_Spec.pdf

Replit must use that PDF as the source■of■truth and follow all
instructions below.

SECTION 1 – OVERVIEW

You are an AI coding assistant working inside a Replit project
called HopeLineAssistant.

Your mission:
Upgrade the entire project to match all specs inside:
FaithHouse_HopeLine_TopTier_Spec.pdf

Do NOT rebuild from scratch. Improve, restructure, and enhance the
EXISTING codebase.

The end product must be:
- A top■tier AI intake assistant for The Faith House
- A reusable template for other businesses
- A fully working real-world product (not just a demo)

SECTION 2 – SYSTEM PROMPTS (EN & ES)
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1. Open the PDF and implement the full English and Spanish system
prompts EXACTLY as written.
2. Replace all placeholder “...” texts with the full detailed
prompt content.
3. In backend getSystemPrompt(language):
   - Load businessName, tagline, knowledgeBase fields, operating
hours, after-hours message.
   - Switch between English/Spanish prompt based on language.
4. Ensure the prompt includes:
   - Tone guidelines
   - Safety instructions (988/911)
   - Intake behavior
   - Use of knowledge base
   - After-hours messaging

SECTION 3 – UI: WELCOME MESSAGE & QUICK■ACTION MENU

Implement the welcome messages (EN + ES) exactly as the PDF
defines.

Add Quick■Action Buttons:
- About
- Requirements
- Availability
- Pricing
- See if I qualify
- Request call/tour
- Crisis support
- Contact info

Each must:
- Display correct canned reply (defined in the PDF).
- Trigger flows: pre-intake or appointment scheduling.

- Work in both English & Spanish.

SECTION 4 – PRE-INTAKE FLOW

Create a PreIntakeFlow component (like AppointmentFlow).

Collect:
- Asking for: Myself / Loved one
- Sobriety status
- Financial support
- Timeline
- Notes

Behavior:
- Triggered by "See if I qualify" button
- Attach results to sessionId
- Attach results to appointment when created
- Suggest booking a call/tour after completion

SECTION 5 – APPOINTMENT / TOUR BOOKING FLOW

Enhance AppointmentFlow with fields:
- Name
- Phone
- Email
- Contact preference (Phone/Text/Email)
- Appointment type (Call/Tour/Family call)
- Preferred date/time
- Notes

Auto-fill fields if known from chat.
After creation:
- Show confirmation
- Send notifications (email + SMS)
- Generate AI summary
- Link pre-intake data

SECTION 6 – EMAIL + SMS NOTIFICATIONS

Replace ALL placeholder console.log notifications with REAL integrations.

Environment variables:
- EMAIL_NOTIFICATIONS_ENABLED
- SMS_NOTIFICATIONS_ENABLED
- NOTIFICATION_FROM_EMAIL
- NOTIFICATION_STAFF_EMAIL
- SMTP_HOST / SMTP_PORT / SMTP_USER / SMTP_PASS
- TWILIO_ACCOUNT_SID / TWILIO_AUTH_TOKEN / TWILIO_FROM_NUMBER

Implement:
1. Staff Email Notification
2. Staff SMS Notification
3. Client SMS Confirmation
4. AI-generated conversation summary (see next section)

SECTION 7 – AI-GENERATED CONVERSATION SUMMARY

When appointment is created:
1. Load last X chat messages for sessionId.
2. Call OpenAI with summary prompt (from PDF).

3. Save summary to appointment.summary (new DB field).
4. Include summary in staff email.
5. Display summary in admin dashboard.

SECTION 8 – ANALYTICS & LOGGING

Log both user + assistant messages:
- sessionId
- role
- content
- timestamp
- category

Implement category system:
- faq_general
- pricing
- availability
- requirements
- application_process
- pre_intake
- crisis_redirect
- contact_info
- other

Admin analytics page must show:
- Total sessions
- Total appointments
- Conversion rate
- Top categories
- Peak hours

SECTION 9 – ADMIN PANEL

Two admin levels:

SUPER ADMIN:
- Full access to settings:
  - Business name/tagline
  - Knowledge base
  - Hours & after-hours message
  - Notifications (email/SMS)
  - Branding (color/logo)
- Test notifications button

BUSINESS ADMIN:
- Appointment list with:
  - Name
  - Type
  - Preferred time
  - Status
  - Notes
  - Summary
  - Pre-intake data
- Can:
  - Update status
  - Edit notes
  - Filter by status
  - Search
  - Export CSV

Phone/email fields must be clickable.

SECTION 10 – MULTI■TENANT PREP

Prepare structure for multiple clients later.

Add clients table:
- id
- name
- slug/domain
- createdAt

Add clientId to:
- settings
- appointments
- analytics
- admin users

Structure admin routing so each business can have its own
dashboard.

SECTION 11 – SECURITY & SAFETY

- Require auth for admin routes
- Keep API keys server-side ONLY
- Use HTTPS in deployment
- Display “Not an emergency service. For crisis call 988 or 911.”
in widget
- Avoid storing overly sensitive text in logs

SECTION 12 – FINAL CHECKLIST

Before finishing, verify ALL items in PDF Section 11 are met:
- Full prompts (EN/ES)
- Welcome messages + quick actions
- Pre-intake
- Appointment upgrades
- Real notifications
- AI summary
- Analytics
- Admin controls
- Super admin controls
- Multi-tenant grounding
- No “...” placeholders anywhere
- Fully functional start-to-finish

END OF PROMPT

Your final output should:
- Update all code
- Maintain project structure
- Deliver a clean working final version
- Explain what changed and any remaining TODOs (env setup, etc.)