## StayMate AI Co■Host - Detailed Workflow

End■to■end flow from guest message to automated reply, tasks, and host visibility.

## 1) Trigger: Guest / Booking Event 2) Ingestion & Normalization 3) Safety Pre ■Checks · Guest message, inquiry, or booking Airbnb Inbox (co■host access) Rate■limit & spam filtering Check■in/checkout event Optional: email/Webhook parser PII redaction • Disallowed topics gate · Cancellation / date change • Normalize text; remove signatures • Language detection 4) Intent & Entity Detection 5) Policy & Knowledge Retrieval 6) Guardrails & Constraints Few■shot classifier (LLM) • Host profile & tone No■go phrases • Intents: Inquiry, Check■in/out, • Property rules, Wi■Fi, parking • Max discount %, quiet hours House rules, Access, Pricing, Issue • Guidebook / FAQs (RAG) • Sensitive topics escalation Discount/exception limits 7) Draft Generation (LLM) 8) Risk Check & Human■in■Loop 9) Delivery to Guest • GPT/Gemini composable prompts • Escalate if: refund/complaint, · Send via Airbnb messaging price negotiation, negative tone, Tone personalization per host Retry/backoff on failure • Structured reply JSON missing data • Timestamp & correlation ID Host approve/edit (optional) 10) Logging & Storage 11) Task Automation 12) Analytics & Reporting • Store transcript + metadata Post■booking checklists • % automated, FRT, CSAT proxy Google Sheets / DB entry • Cleaner reminders (optional) • Daily summary email to host Conversation ID • Calendar sync / notifications • Error & escalation reports