

How to Configure Your Ministry Guardrails

Ministry Guardrails give you control over what topics your AI assistant, Grace, can discuss, ensuring she aligns with your ministry's voice and policies. Here's how to set them up:

1. Choose Your Overall Support Level

First, decide the general level of support you want Grace to provide through the "Grace Ministry Assist" chatbot on your website. This is the main setting controlling her scope.

- **Go to the Ministry Guardrails settings page.**
- **Select one of the three "Grace Ministry Assist — Support Level" options:**
 - **Level 1: Administrative Only:** 
 - **What it does:** Grace will *only* answer factual, administrative questions (like service times, parking, event details).
 - **Pastoral/Theological Questions:** If asked about faith, prayer, or personal struggles, Grace will politely decline and redirect the user to a human contact you specify.
 - **Use Case:** Best if you want Grace *strictly* for website FAQs and information, keeping all spiritual conversations for your human team.
 - **Level 2: Full Support (Administrative & Pastoral):** 
 - **What it does:** Grace operates with her full capabilities. She can answer *both* administrative questions and engage in pastoral support like prayer, spiritual guidance, and discussing faith topics.
 - **Guardrails:** This level is a preset that allows all conversation categories. The individual "Grace Guardrail" toggles (explained below) are *not* used in this mode, but Grace still operates within your core theological alignment.
 - **Use Case:** Best if you trust Grace to handle a wider range of inquiries, including initial spiritual support, while still adhering to your ministry's core beliefs.
 - **Level 3: Custom (Recommended):** 
 - **What it does:** This activates the detailed "Grace Guardrails" panel, giving you fine-grained control over specific topics.
 - **How it works:** You'll use the individual toggle switches (see Step 2) to block or allow specific categories like Pastoral Care, Theology, etc.
 - **Use Case:** Best for most ministries, as it provides flexibility to allow Grace in some areas (like answering basic theology questions) while blocking her in others (like sensitive pastoral care) and customizing the referral messages.

2. Configure Granular Guardrails (If Using Custom Level)

If you selected **Level 3: Custom**, you now need to set the individual guardrails for specific conversational categories.

- **Find the "Grace Guardrails" section.** You'll see six categories listed.
- **For each category, decide if Grace should answer questions on that topic:**
 - **Toggle OFF (Default):**  **Grace is ALLOWED** to answer questions in this category. She will use her knowledge base and AI capabilities, staying within your overall theological alignment.
 - **Toggle ON:**  **Grace is BLOCKED** from answering questions in this category. If a user asks a question falling into a blocked category, Grace will use the custom "Default Message" you've written for that specific category to redirect the user.
- **The Six Categories:**
 1. **Pastoral Care:** Personal well-being, emotional support, crisis situations. *(Recommended: Toggle ON and customize message)*
 2. **Theology:** Religious beliefs, doctrine, scripture, spiritual concepts. *(Consider: Toggle ON for complex/sensitive doctrines, OFF for general questions)*
 3. **Church Life:** Community, getting involved, groups, congregational life. *(Consider: Toggle ON if group specifics are complex or require human nuance)*
 4. **Family & Youth:** Parenting, family matters, children/youth programs. *(Recommended: Toggle ON for sensitive family advice, OFF for program info)*
 5. **Life Milestones:** Weddings, baptisms, funerals, ceremonies. *(Recommended: Toggle ON for specific planning, OFF for general info)*
 6. **Admin & Logistics:** Event scheduling, building use, finances. *(Consider: Toggle ON for sensitive financial details or complex scheduling)*

3. Customize Referral Messages (If Using Custom Level)

For every category you **toggle ON** (block) in Custom Mode, you need to tell Grace *what to say* instead of answering.

- **Find the category you have toggled ON.**
 - **Locate the "Default Message Editor"** for that category (e.g., "Pastoral Care Default Message").
 - **Edit the text:** Use the rich-text editor to write the specific message you want Grace to use.
 - **Be clear:** Tell the user *why* the AI cannot answer (e.g., "This requires personal pastoral care," "For specific theological questions...").
 - **Provide clear next steps:** Tell the user *exactly* who to contact and how (e.g., "Please email our care team at care@yourministry.org," "Contact the church office at 555-1234," "Speak with Pastor John after the service.").
 - **Save your changes.** Repeat for each category you have toggled ON. Default text is provided as a starting point.
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Conclusion

By configuring these levels and guardrails, you ensure that Grace acts as a safe, effective, and trustworthy extension of your ministry, handling the appropriate inquiries while seamlessly redirecting sensitive matters to your human team. This builds confidence and allows you to leverage AI responsibly.