

## PROPOSED INTEGRATION / NOT LIVE

# A familiar front door. A useful next step.

The WhatsApp companion is a planned lightweight route into Kamva, not a separate ungoverned store of youth data. Core information remains free; the bot has no fixed learner-access sponsorship package.

## CHAT-TO-TOOL HAND-OFF

**Start in chat. Continue on the right page.**

Discover a route, ask a structured question, review a draft and move to the dedicated APS, CV, cash or opportunity page. Keep private records and detailed editing in the secure website experience.

## PRACTICAL UTILITY

**Initial scope**

Source-linked opportunities; university/faculty guidance; CV fact gathering; simple business planning; permission-based reminders and human help.

## NO INVENTED AUTHORITY

**Explicit limits**

No autonomous applications, guaranteed admission, grant decisions, bank posting, statutory tax advice or disclosure of private conversations to partners.

**Before release:** approved business setup, secure account sync, message consent, reviewed source data, cost controls, safe age handling, language evaluation and staffed support. This document specifies work; it does not implement it.

Four stage choices should use a WhatsApp list. Standard reply-button messages support up to three choices. Validate current payloads before release. [S10]

## SOURCES / CHECKED 8 OCTOBER 2026

[S10] [Meta: Interactive message reference \(archived SDK\)](#)

## 01 / START SIMPLY

# Welcome. Choose. Know what is shared.

A user-initiated message does not grant open-ended marketing permission. Ask separately for reminder categories and honour withdrawal before every outbound send. [S8]

**KAMVA**

Hi, I am Kamva Buddy, a digital support companion. I can help you plan a next step. I can make mistakes; official providers make decisions. Type HELP for support.

**KAMVA**

Choose your stage from this list:

1. School
2. Campus / TVET
3. Looking for work
4. Building a business

**YOU**

School

**KAMVA**

Choose: Under 18 / 18 or older / General information only. We will explain what we collect and any adult-consent steps. You do not need to send identity documents to browse general guidance.

**Small onboarding.** Stage, language, age band and permission scope are enough to start. STOP suppresses optional messages, HELP opens support and DELETE starts a verified privacy request. Never collect unrelated bank details or household information.

## 02 / PROPOSED SYSTEM ARCHITECTURE

# Separate delivery, identity and generation.

Every control below is a release requirement. Shared website login does not by itself authenticate a WhatsApp number or establish guardianship.

01

**Meta webhook / HTTPS**

Verify signatures against raw request bytes. Acknowledge quickly; deduplicate message and delivery events.

02

**Durable queue + worker**

Use idempotent jobs, bounded retries and dead-letter review. Prevent duplicate sends and repeated financial side effects.

03

**Session state / Redis**

Keep minimal state with explicit expiry. Store the latest inbound timestamp; enforce the service-window and template rules.

04

**Kamva identity + core backend**

Apply server-side account ownership and role controls. Link phone and web account only through a verified, audited action.

05

**Source retrieval + AI gateway**

Use dated official sources, structured outputs, safety checks and per-feature budgets. Keep secrets and raw ledgers out of prompts.

06

**Review + secure hand-off**

Confirm facts, recheck opt-out and issue a short-lived single-use link. Do not place personal data in URLs or logs.

Website account status: Passwordless account access is built for release checks. Production email delivery and guardian approval still need end-to-end verification. Tool entries stay in the current page, not a cloud record.

## 03 / HELPFUL, NOT OVERCONFIDENT

# A good answer shows its source.

Illustrative conversations. They are not official admission advice, a live bursary list or facts to paste into a CV without checking.

**YOU**

Which university faculty can I apply to?

**KAMVA**

Let us estimate your score, then choose the institution and faculty. Their official subject and programme rules decide eligibility. I will show the source and last-checked date rather than treating one APS as universal.

**YOU**

I need a CV for retail but have never had a formal job.

**KAMVA**

Tell me about school projects, volunteering, customer help or informal work. We can identify real communication, reliability and cash-handling experience. I will show example wording, then ask you to confirm what is true.

**KAMVA**

Review the facts, tailor the draft to the vacancy and open Kamva CV Studio for the free basic PDF. No invented job titles, qualifications, results or dates.

Voice mode: transcribe with permission, ask the user to correct names and dates, minimise storage, and make a text alternative available. No claim of perfect accent or language recognition.

## 04 / MAKE THE NEXT STEP CONCRETE

# Plan the cash. Check the official route.

Separate learning examples from business records and distinguish a support directory from a guarantee that funding or a vacancy is open.

**YOU**

I want to start selling food. What should I budget for?

**KAMVA**

Start with expected sales. Add direct costs such as ingredients and packaging, then rent, utilities, transport, marketing and other operating expenses. The cash planner will keep owner drawings and financing separate.

**YOU**

Can you find funding for me?

**KAMVA**

I can help you explore official enterprise-support routes and prepare a checklist. Eligibility, limits and closing dates must be verified with the provider. A business plan is not a funding approval.

**LIMITED SHARED VIEW**

## Parent essentials remain planned

Only agreed schoolwork, revision and digest information should be shared after verified linking. Do not expose private chat, prayer, journal, location or financial records. Review permissions when the learner turns 18.

Business plans: Free includes 10 invoices and 20 quotes/month; Starter R49; combined Books R89. Prices are proposed; advanced features are included only once implemented and released.

## 05 / TEST BEFORE WIDENING ACCESS

# Safe boundaries. Measured costs.

Confirm Meta's current South Africa pricing, category rules and any provider fees before committing volumes. Do not assume all in-window service delivery is unlimited and free. [S9]

**Budget controls**

Meter billable messages, model tokens, transcription, infrastructure and human support. Apply caps before expensive calls; fall back to deterministic help.

**Privacy and retention**

Set justified retention periods; the messaging window is not a data-retention rule. Verify deletion, redact logs and restrict support access.

**Permission tests**

Unknown age, consent refusal, guardian dispute, age-18 review, expired account links, cross-account access and STOP before queued sending.

**Accuracy tests**

Institution-specific admissions rules; stale links/dates; invented sources; CV fabrication; transcription errors; cash-versus-profit confusion.

**Reliability tests**

Duplicate/out-of-order events, outages, retries, quota limits, support escalation, backup restore and deletion propagation.

**Release evidence**

Approved templates and notices, evaluated languages, secure account links, passing tests, actual cost model, staffed support and accountable incident owner.

## SOURCES / CHECKED 8 OCTOBER 2026

[S7] Information Regulator: Children's information guidance

[S8] Meta: WhatsApp Business Messaging Policy

[S9] Meta: WhatsApp pricing, effective 1 October 2026