

BMLT Days - June 22, 2019  
New York, NY



# Basic Meeting List **Toolbox**

Yap

# What is Yap?

- Returns meeting list information
- Routes calls to existing phone lines
- Routes calls to volunteers



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# Meeting Information

- Interprets speech (locational information) or touch tones (postal codes).
- Geocodes that information to gather coordinates.
- Passes the coordinates to the BMLT root server.
- Response is passed to a text to speech engine (either stock Twilio or Amazon Polly voices), and played back through the phone.
- SMS is sent to the caller simultaneously
- The same lookups can be initiated via SMS direct.
- There is an API for writing other applications (for example Facebook Messenger, Alexa Skills, and WhatsApp.)



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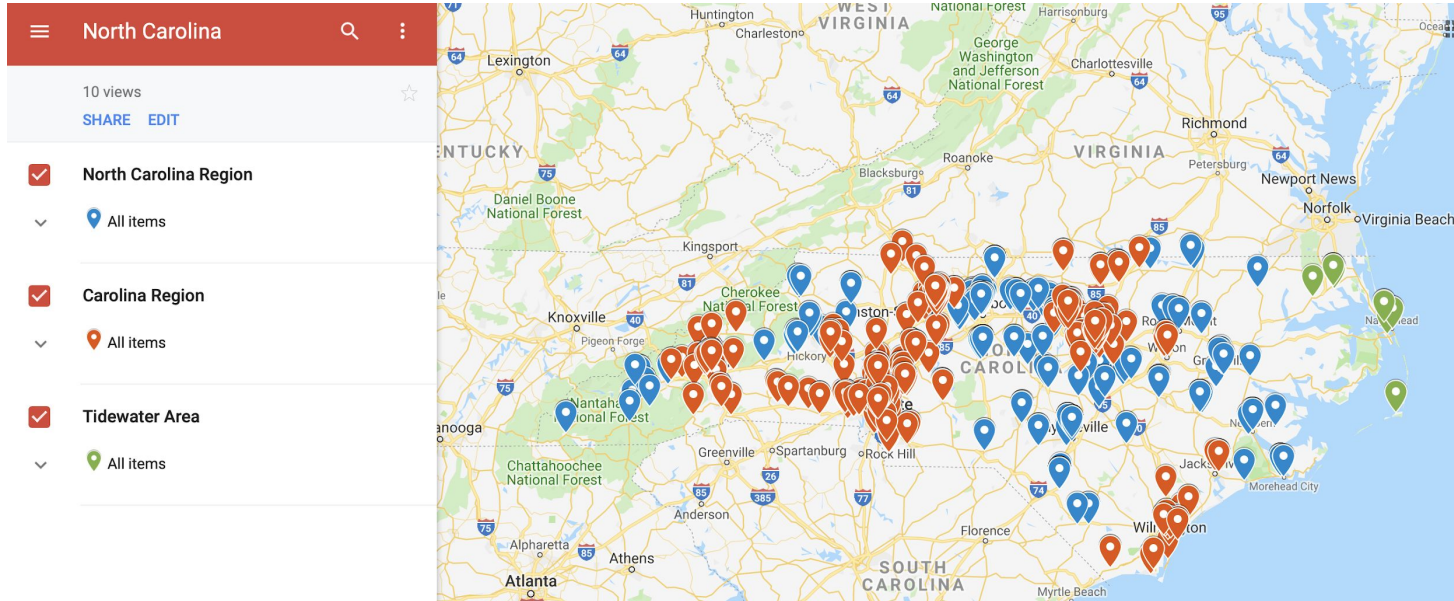
# Meeting Information

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Demo

# North Carolina Case Study



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# North Carolina Case Study

1. Our Services Structure in North Carolina, because of autonomy, follow spiritual boundaries.
2. Throughout the Service System in North Carolina, the delivery of services may not always cover the entire geopolitical boundaries.
3. Many of the Service Structure names in North Carolina make sense only to those familiar with our Service Structure.
4. External communications were sometimes fractured and it's not always obvious about which schedule or phone line to call to get help or information. (Either Addict-to-addict or Professional-to-PR).



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# North Carolina Case Study

- 872 Meetings
- 23 Areas - 10-15 websites
- 3 Regions - 3 Websites
- 2 Zones
- 21 Different Phone Numbers
- Each having their own paper meeting schedules
- 26 of 100 counties have no NA meetings



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# North Carolina Case Study

1. We did an inventory of coverage of NC Region service bodies.
2. Calculated costs per area. ~4.5k / year collectively.
3. First ASC moved to Grasshopper in September of 2017.
4. In the first year we've spent ~\$860 collectively, it's over a 5x savings.
5. Not the best way to route calls.
6. Missing the rest of the state.



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# Phoneline Routing

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Demo

# Volunteer Routing

- Allows for setting a service body to route calls to a service body cellphone
- Scheduling capabilities
- Voicemail support



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# Volunteer Routing

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# Metro Atlanta / Georgia Region



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# Australia Region



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Texas



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# New Features Yap 3.x

- Groups
- Volunteer Training
- Gender Routing
- Language Routing
- Reporting & Metrics



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# Upcoming Features

- Drag and drop scheduling
- Improved reporting
- Built-in users
- Performance improvements



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# Yap Exists In...

New York, South Carolina, North Carolina, Virginia, Alabama, Florida, Georgia, Massachusetts, Rhode Island, Texas, Tennessee, Connecticut, Nevada, Louisiana, and Australia.

Translated into 6 languages.



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# Q&A



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