

WSZF Supported Yap Configurations

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The following recommendations are a result of discussion with folks who have a zonal yap server with dozens of active helplines. They report that upgrades can be difficult since many of the helplines have different configurations and the only way to be sure that yap is still working after an upgrade is to call all of them. But that is prohibitively time-consuming, so they just try a few and hope for the best. They recommended two measures to address that: first, to define 2-3 supported yap configurations, and second, to set up a mailing list of yap admins.

So the WSZF IT Workgroup has committed to supporting 2-3 yap configurations, in that we'll test any new releases on these configurations. Regions and areas are free to use any other configurations, but they will need to do their own testing; if something is wrong, notify us and we'll work with them to fix it.

We have also set up a mailing list yap-admins@wszf.org for discussing zonal yap issues, and in particular for giving a couple of days notice when an upgrade is planned, so that folks could know to test. We'd only do an upgrade more quickly in an emergency.

The 2 (3?) supported configurations are as follows:

- **Regional Config** (Helpline with Regional Twilio Account). Washington Northern Idaho Region helplines use this one for example. This is specified below in two parts: the defaults for the region, and settings for an area.
- **Standalone Area Config** (Helpline with Own Area Twilio Account). Northern California Region helplines use this, for example.
- Plus potentially one more

Regional Config (Region-wide settings)

Call handling

- Helpline routing: volunteers
- Gender routing: disabled
- Call strategy: blasting, then voicemail
- Inbound call SMS: send SMS to volunteer
- Primary contact Email: helpline@myregion.org
- Recorded greeting: URL to an mp3 file
- Voice mail greeting: URL to an mp3 file

Configure

- twilio_account_sid (from Twilio)
- twilio_auth_token (from Twilio)
- title (required)
- sms_dialback_options : 2
- gather_hints: Seattle, Omak, Sequim (these are towns in Washington State that Twilio was having trouble with – basically the test is that there will be some gather hints present)
- sms_combine: true

Regional Config (Settings for a Typical Area)

Call handling

Note that these don't inherit from the region.

- Helpline routing: volunteers
- Gender routing: disabled
- Call strategy: blasting, then voicemail
- Inbound call SMS: send SMS to volunteer
- Primary contact Email: helpline@myarea.org
- Recorded greeting: URL to an mp3 file
- Voice mail greeting: URL to an mp3 file

Configure

Everything but the title is inherited from the region

- title (required)

Standalone Area Config

Call handling

- Helpline routing: volunteers
- Gender routing: disabled
- Call strategy: blasting, then voicemail
- Inbound call SMS: send SMS to volunteer
- Primary contact Email: helpline@myarea.org
- Recorded greeting: URL to an mp3 file
- Voice mail greeting: URL to an mp3 file

Configure

- twilio_account_sid (each area has its own)
- twilio_auth_token (each area has its own)
- title (required)
- sms_dialback_options : 2
- sms_summary_page: true
- jft_option: true