

- Phase 1: Chat and Phone
  - Programmable Voice
    - We can have a 1-800 number on your website and can forward calls to the psychic's extension that links to their personal phone number
    - Our suggestion, purchase 1 10DLC number per psychic, forward those calls to their personal phones with either Twilio Bins or Twilio Studio (Studio will be a quicker GTM option) and then you can continue call forwarding with the extensions
    - [View call forwarding documentation here](#)
  - Conversations API
    - This API will serve as the chat function back to back with the psychic
    - [Reference the channel resources here](#)
- Phase2: Task Router and Studio
  - TaskRouter
    - You'll need taskrouter to handle queues especially if there is an individual waiting for a particular psychic (just for voice ie: calling into 1-800 number and requesting to sync with mystic\_moon\_babe\_13)
    - This can also be done with Studio
    - You'll also need to implement conversations when making a queue
  - [Studio](#) and IVR building