



FORGE-MANAGED PHONE & TEXT

~ OVERVIEW ~

Presented By:

MARK RUSSELL
MR TECHFORGE



1 WHAT IS MANAGED PHONE & TEXT?

A phone number that works the way you do. Forge Managed Phone & Text is a managed phone and messaging service designed for real people — not call centers and not phone companies. Instead of tying communication to a single device, your number is intentionally configured to ring phones, send texts, deliver voicemails, or trigger notifications based on how you actually operate. Your number lives on resilient, centrally managed systems — not inside a phone and not dependent on a single carrier or piece of hardware. This is not a telecom contract. It's a thoughtfully designed communication service, set up and maintained by M.R. TechForge.

2 WHO ITS DESIGNED FOR

- Churches and ministries seeking a safe, centralized communication line.
- Libraries and community spaces needing efficient, automated information delivery.
- Small businesses requiring professional call handling without expensive phone systems.
- Wellness practitioners, and family services who need secure messaging options.
- Individuals seeking privacy and separation between personal and public communication.



3 CORE SERVICE: MANAGED PHONE & TEXT

Every setup begins with a dedicated phone and messaging line, managed entirely by M.R. TechForge. Clients receive a local or toll-free number, basic voicemail, and SMS capabilities—all configured for their needs and integrated with any selected add-on.

4 PREMIUM ADD-ONS

- **Call Menu** – Custom “Press 1, Press 2...” IVR-style menus and call flows
- **Hours & Routing** – Automatically adapt behavior based on days, times, or emergencies
- **Voicemail+** – Transcription and custom greetings delivered to staff
- **Text Auto-Replies** – Automated keyword responses such as HOURS, EVENTS, HELP, or PRAYER
- **Secure Messaging (Signal)** – Encrypted communication channel for sensitive conversations
- **Caller Shield** – Basic caller verification and filtering to reduce spam and unwanted calls.
- **2FA Delivery** – Send one-time passcodes and verification codes to client users.
- **Dashboard** – Basic or Multi-Admin web interface for activity visibility and control



5 HOW IT HELPS ORGANIZATIONS

- Provides one unified, well-structured communication entry point
- Protects staff and volunteers by masking personal numbers
- Enhances professionalism with clear menus, greetings, and automated responses
- Improves reliability with time-based routing, fallback behavior, and voicemail.
- Strengthens digital security with 2FA delivery and optional secure messaging Caller Shield
- Scales easily as organizations grow or their communication patterns change



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MANAGED PHONE & TEXT SERVICES BUNDLES



STARTER BUNDLE

MOST POPULAR

A clean, professional number with voicemail, sensible routing, and basic protection — ideal for homes, solo operators, and small ministries.

Setup **\$99 one-time**

Monthly **\$25 / month**

- Managed Line (Core)
- Voicemail Upgrade
- Smart Routing (Basic)
- Spam & Robocall Filtering (Basic)



ORGANIZATION BUNDLE

Designed for organizations and teams that need structured call handling, visibility, and reliable escalation.

Setup **\$199 one-time**

Monthly **\$45 / month**

- Managed Line (Core)
- Call Menu (IVR)
- After-Hours / Emergency Routing
- Slack Notifications (Basic)
- Dashboard (Basic)
- Spam & Robocall Filtering (Rules)



SECURE WORKFLOW BUNDLE

For workflows involving sensitive communication, access control, or compliance-conscious environments.

Setup **\$299 one-time**

Monthly **\$65 / month**

- Managed Line (Core)
- Secure SMS / Messaging
- Dashboard (Multi-Admin)
- Spam & Robocall Filtering (Rules)
- Priority Configuration & Support



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MANAGED PHONE & TEXT SERVICES A LA CARTE



MANAGED LINE (CORE) CORE

Your dedicated managed phone & text number with voicemail and baseline configuration.

Monthly \$15 / mo

Setup \$100 one-time



CALL MENU (IVR)

Professional call routing menu (Press 1, Press 2...) with configurable destinations.

Monthly \$8 / mo

Setup \$85 one-time



CALL FORWARDING / SMART ROUTING

Forward calls using schedules, time-of-day rules, or failover paths.

Monthly \$5 / mo

Setup \$65 one-time



VOICEMAIL UPGRADE

Custom voicemail greetings and voicemail-to-email delivery.

Monthly \$0 / mo

Setup \$50 one-time



SECURE SMS / MESSAGING

Secure messaging configuration and guidance for safer texting workflows.

Monthly \$12 / mo

Setup \$95 one-time



2FA DELIVERY

Send one-time passcodes from your managed number as part of an authentication flow.

Monthly \$25 / mo

Setup \$150 one-time



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DASHBOARD (BASIC)

Single-admin dashboard for logs, greetings, call menus, and routing updates.

Monthly \$10 / mo
Setup \$95 one-time



DASHBOARD (MULTI-ADMIN)

Multi-user dashboard with role-based access for teams and organizations.

Monthly \$20 / mo
Setup \$150 one-time



SLACK NOTIFICATIONS (BASIC)

Call and voicemail notifications delivered to a Slack channel.

Monthly \$5 / mo
Setup \$75 one-time



CUSTOM GREETING + BRANDING PACK

Polished phone greetings and routing language tailored to your organization.

Monthly \$0 / mo
Setup \$75 one-time



AFTER-HOURS / EMERGENCY ROUTING

Alternate routing behavior after hours or during emergencies.

Monthly \$8 / mo
Setup \$85 one-time



SPAM & ROBOCALL FILTERING (RULES)

Rule-based filtering to reduce spam calls and nuisance traffic.

Monthly \$5 / mo
Setup \$65 one-time