IWD VOIP SERVICES

How IWD business directory works

(B) IWD BUSINESS DIRECTORY

(1) IWD – Internet Webphone Directory

IWD is an online classified business directory of organizations, companies, government institutions and public administrations, business enterprises, hospitals, schools, universities, and many others. Users or customers search the directory for information by selecting the search filter options. All the ads listed on IWD have a Click-to-Call button that allows the user to make free VoIP calls to the extension number associated with the search result.

IWD allows the listed organizations and businesses to receive concurrent multiple true VoIP calls with any VoIP phone terminal, virtual softphone or mobile softphone app *for free*. IWD can associate with a single listed organization multiple Cick-To-Call extension numbers, each connecting the organization's external branch offices or internal offices.

IWD, how it works

The IWD is organized by category, sub-category, country, and city. The directory contains the names, descriptions, photos, business information, addresses, locations and the Click-to-Call button of the listed businesses and organizations. The IWD allows visitors and users to search and click-to-call for free. When a business or organization is listed, IWD assigns a toll-free Extension Number to all the internal offices or branches, and the extension title and description. The visitors can use different options to search for businesses and organizations in the directory, and once the result is displayed, they only need to Click-to-Call, then the webphone or the softphone of the assigned extension number will ring. There is no charge. Toll-free connection. The Internet webphone directory is similar to the yellow pages and the white pages, but the main difference is that, while the others are just databases

of information, the Internet webphone directory also allows users to click-to-call directly from the page. IWD also has a live chat function to exchange text messages and documents. IWD is the best solution for businesses or organizations that want to combine internet visibility with the possibility of receiving immediate phone calls without any charge to the callers.

IWD Phone Calls are FREE

Registration and listing of businesses or organizations in the directory are free. However, while the Click-to-Call phone calls are fully free for the users, some of the optional functions are paid for by the listed businesses and organizations. Such as the Click-to-Call button, the extra extension numbers for the branches, staff and offices, and the call receiving systems; VoIP phone terminals, softphones or directly on the mobile phone.

Click-to-Call button

The Click-to-call button allows the user to click and immediately speak with the listed organization's service support, internal or branch offices, customer support, sales representatives, or interconnect two or more extensions.
One significant benefit of click-to-call is that it's a toll-free call, which can be accessed from anywhere in the world, and which allows organizations to attract more visitors.

Click-to-Call button widget on webpage

It is possible to install another twin IWD Click-to-Call icon widget on the listed organization's official webpage for customers visiting their website. Read more in the following paragraph

Webphone + Live Chat

While calling the extension number, the caller can also use the associated live chat function to send text messages and exchange documents.

IWD Call Center Service

Internet Webphone Directory-Call Center Service
The IWD – call center service is a service included in the IWD. It is a 24/24 hr customer support service.
Customer service is a critical aspect of any business or service, but sometimes managing the phones can be a difficult and burdensome task that can undercut daily operations. When answering phones, email messages and customer inquiries becomes a hindrance, it might be better to use a third-party call center or answering service.
IWD does it for you. A service to outsource communications management for a fraction of the cost of

hiring additional staff.

IWD – call center service does more than just answer phone calls; in fact, it works as a full-contact center". Most of the services managed include:

Inbound and Outbound Services

A major function of the IWD-call center service is to answer customers' questions about your business, products or services. Call centers can often provide information or technical support, as well as take orders and process payments over the phone. The IWD-call center will also dispatch calls for you in the event a customer needs to speak directly with someone inside the company. All of these services fall under the umbrella of inbound services.

Outbound

IWD-call centers also offer outbound services, which include cold calling and telemarketing, compiling survey data, etc. IWD-call center service conducts feedback or engages in customer win-back attempts. Traditionally, call centers were viewed as a necessary expense to preserve existing relationships, but the IWD-call center service can actually broaden your customer base, improve the quality of your services and forge new relationships.

Click-to-Call widgets on your website

It is also possible to install another twin IWD Click-to-Call icon widget on the listed organization's official webpage for customers visiting their website.

The IWD Click-to-Call button allows the public and your customers visiting your website to reach your organization through free live chat and toll-free phone calls.

The webphone works on both desktops and mobiles, and offers the visitors of your website, the public and your customers the opportunity to contact you whenever they need and from wherever they are worldwide for free.

How does it work?

The website's Click-to-Call button widget is the twin of the Click-to-Call button that appears on your IWD listing. Businesses or organizations listed on the IWD can request a twin button to be placed on their website. The widget is very easy to setup. The twin Click-to-Call buttons work exactly the same.

IVR and VoiceMail

The IWD Click-to-call button allows users to click and immediately speak with the customer service staff, support representatives or interconnect two or more IWD extensions.

The IWD ivr system is an automated call attendant IVR (interactive voice response) that can be activated on extension numbers. Organizations can create personalized voice call flows according to their needs. A call flow can be a single level call flow or multi-level nested, and always starts with a

welcome message, then the selection options, such as; press ONE for this, press TWO for that, press THREE to talk with the call center, etc. The IVR system can be programmed to forward calls to landline numbers, mobile phones, to voice mail registration, to other extensions, to an IWD call center, etc.

IWD eCommerce and online payment gateways

IWD online ecommerce functions and the integrated payment gateways can be used to setup a complete online store for physical products, digital products and services.

To be precise, the IWD is not a specialized ecommerce platform like eBay, Amazon or others. The IWD ecommerce functions are basic, simple, and give the possibility to add prices, photos, service or product descriptions, to receive online payments, send purchase confirmation emails, etc.

IWD Appointment booking function.

If your business activity or the service you offer requires appointment scheduling, for example, hospitals, courses and training, etc., you can use the integrated appointment scheduling function. The integrated appointment scheduler allows users to book online appointments for the services you offer. When the listed organization decides to activate the function, IWD creates an appointment provider account and issues the account admin credentials with which the account manager can access to manage the bookings. The manager can print reports, modify bookings, send email to users, close unavailable dates, set the maximum daily number of bookings, etc. The online appointment system is an essential instrument that helps you to automate and organize all your appointments.

IWD, The benefits for your organization...Boost Your Business On IWD

What Are the Advantages of Advertising in the IWD Classifieds Portal?

Classified advertising is a cheap and easy way for small businesses to connect with potential customers. It's a great way to get the word out about your company, especially if you can't budget for other forms of advertising. Most businesses should be able to find some form of classified advertising they can comfortably afford whatever the medium, be it online, in print or both.

Time and Money :

Purchasing classified advertising for your business will typically work out a lot cheaper than buying other media space such as print, radio or TV ads. Some classified sites even allow businesses to advertise for free. With classified advertising, you typically won't need to spend time creating an ad yourself or pay for the services of a creative agency to make one for you. Placing a classified ad is usually as easy as coming up with some short copy and supplying your contact details. If you want to design a more complex ad, many publications and websites that sell classifieds offer assistance.

Reach :

Using classified ads allows you to focus your marketing on the areas you do business in and reach

people who are likely to buy goods or services from you. You should place print ads only in publications that are distributed in locations you can serve. There'll be little point in advertising in classified listings that are mainly distributed in areas you're not willing to travel to or trade in. This won't be an issue if your business is mainly online. Many online classified services allow you to specify the areas you serve, so your ad will come up when potential customers look for businesses like yours close to where they live. If you're placing your ad in a local paper, ask for a media pack so you can see what type of readership it attracts to make sure your ad will reach the right demographic.

Access :

Radio and television advertising is all well and good, but it's not in front of potential customers all the time. If somebody experiences a leak and needs to contact a plumber, they're not going to turn their on radio and wait until they hear an ad for one. Potential customers will be able to search for you all the time your ad is live online or for as long as they have your print ad lying around.

Contact :

Some online classified services allow potential customers to contact advertisers directly through their websites. This means that people looking for the goods or services you sell can make an inquiry simply by tapping a link on a smartphone or clicking through to send an email from a computer.

What makes IWD unique:

Without any doubt, the Click-to-Call immediate free phone call button and the integrated call center services are the powerhouse of IWD.

How to add your organization and advert in IWD.

Adding your organization and advert in IWD is very easy. The process is completely self-done and automatic. (1) Register with your name or your organization's name, a valid email address, and choose a strong password. (2) Confirm the verification email sent to you. (3) Login into your account (4) Add your advertisement to the directory. To add your advert, you must fill in the following mandatory fields: title, category, description, photo or banner, and other non-obligatory fields.

If you can't do it alone, then contact us and we will do it for you. Use the contact form to contact our sales or technical support.. To talk directly with our support team, you can use the IWD support extension Click-to-Call button.

How to setup the click-to-call button

After you have added your advert and it is listed in the directory, if you want to display the button in your listing, you need to send a request to the sales support. Use the contact form for your request. Once the button is added to your advert, you will receive the link to setup the receiver softphone and the code to download and install the mobile softphone app. The softphone works with the PC and also with the mobile. You can also request the Click-to-Call button widget to be displayed on your

website.

Mobile dialer app Integration :

You can add our click-to-call button on your website with your mobile app ID extension. When customers visiting your website click the button, your mobile phone rings and you can talk for free. Both sides get a free, high-quality, VoIP call connection. If you are listed on our online business directory, we add a free Click-to-call button with your ID that allows you to receive free calls from IWD business directory visitors. You can request the web page's Click-to-call button widget from our support contact.

Reference note

Simple procedure to become an IWD.

To become an IWD, the applicant must prove to have a good knowledge of how our IWD VoIP services work. The following is the procedure we follow to select the successful candidate:

Firstly, read this presentation document.

If you are still interested, send us an email using our contact form on our website.

You may also send it directly to our email address: info-iwd@mail.com

In the message note, indicate that you have received and read the presentation document, and that you are still interested. Indicate the same name, surname, and email that you previously used.

(3) After we have received your email, we will send to you the agent manual and agent agreement contract. Once we receive the signed agreement, we will send you the agent ID to access your account.

IWD Voip services	website: https://iwd-main.services-app.org/home/
Main office: Milan, Italy **Nigerian Branches: Lagos, Abuja, Benin,** **Warri, Sapele, Enugu.** **Info-iwd@mail.com**	