

IWD VOIP services Agent program

IWD Agent program is easy and profitable.

Expand your business and revenue with white-label IWD products and services.

Why IWD Voip services?

The goal of marketing is to get a brand, product, or service with good quality in order to increase sales, and our Reseller agents are vital to this end, as they're directly responsible for getting the right message in front of the right costumers.

You can resell various types of phone calling solutions, but only IWD offers a comprehensive reseller platform with all of the technology and support you need to build a brand and achieve up to 60% margin.

Because of the key role Reseller agents play in the field of marketing, the job opportunity has been ranked among the highest-earning jobs.

What You Get?

Products matter, but the real value comes with the reliability and support IWD offers. We are here for you, doing everything we can to help you surpass your goals and your competition.

We Can't Wait to Partner with You

IWD resellers tell us we provide the fastest route to success.

You don't have to spend much to boost revenue. Many of our resellers achieve higher margins with lower startup costs than any other reseller platform they've tried.

If you're ready to be part of a program that provides the most comprehensive reseller platform, the highest call quality and uptime, and unified communication features and support you need to be successful, then IWD is made for you.

Understand the basics of Voip Technology.

VOIP

In simple terms, VoIP is the abbreviation for Voice over Internet Protocol. With this technology, users can call each other using the Internet. Signals are converted from analog to digital and then transmitted over the Internet like regular data. Learning the basics and other concepts is pivotal to becoming a VoIP reseller and starting to generate revenue.

PBX

Private Branch Exchange (PBX) is a telephone switching system that serves a private organization and allows internal phone systems to share trunks between themselves and enable them to communicate with one another.

Softswitch

Softswitches manage voice traffic based on VoIP. A Class 5 switch routes calls between telephone providers, while a Class 5 switch connects call providers with

real end-users (or customers) who make and receive calls. Software switches receive ratings according to how many simultaneous calls they can process, measured as the number of calls they can handle at the same time.

DID

You can dial a number directly using Direct Inward Dialing (DID). It will ring to a particular phone in the business instead of going through a menu or queue and dialing an extension.

SIP

Session Initiation Protocol (SIP) was developed to allow multimedia messages to transmit and receive. It is now a standard protocol that works along with VoIP.

PSTN

The Public Switched Telephone Network, or PSTN, is a legacy phone system, which relies on copper cables for voice transmission.

CDR

The Call Detail Record (CDR) is a summary of the details of a phone call or other telecommunications transaction that takes place in that device or facility. Records contain information about the call, including the time, duration, completion status, source number, and destination number.

QoS

Quality of Service, also known as QoS, refers to any method of managing data traffic to minimize packet loss, jitter, and latency.

IVR

With interactive voice response (IVR), you can interact with a computer via voice and dual-tone multi-frequency (DTMF) while you are using a keyboard.

NOC

Network Operations Centers (NOCs) are the facilities that monitor and control the flow of network data. A NOC's responsibility is to monitor power outages, communication line alarms, and other performance issues that can affect the network. NOCs also monitor call-flow statistics in the telecommunications industry.

Jitter

When information travels over the Internet, it is separated into packets and then reassembled at the final destination. The wrong order of reassembling such information is what the IT world knows as jitter.

Packet Loss

In some cases, data packets are lost during transport, causing gaps in audio streams.

Latency

Describes the amount of time it takes for the listener to hear the speaker's words after an initial audio delay. A delay may occur between the speaker and the listener as the audio messages travel over the Internet.

ASR / ACD

Answer-Catch Ratio, ASR, measures the percentage of successful calls to the total number of calls attempted. ACD is the most commonly used metric to determine the quality of the VoIP route.

Mobile dialer App

The mobile dialer is an app that can be installed on both iOS and Android devices. It works just like the normal mobile phone dialer system. The mobile dialer app makes and receives phone calls with a virtual SIM number. The app has lots more functions compared to the standard mobile dialer. The user can enable several virtual SIM numbers on the same mobile phone. The mobile dialer app receives and makes phone calls; it can hold a call with sound attendance; implement an IVR; create a call conference; register calls; transfer calls; and much more.

Resources and advice for IWD Resellers.

Although becoming a VoIP reseller is easy, we want to make it even easier by giving you access to everything we know about selling VoIP and how to maximise your current customer offering.

Once you become a reseller with us you automatically gain access to our exclusive reseller resources including:

Any documents needed for the sales process for selling VoIP.
End-user guides which make it easy for you to help your customers.
Reseller guides on how to sell VoIP and maximise your profits.
Advice on pricing strategy and how to position your VoIP offering.
Training to learn how our platform and software work.
Agent code and a special agent admin credential to access your account.
We provide you with a referral account and the necessary materials.

What should an IWD Reseller Agent do?

- 1- Must have atleast a PC with a good internet connection.
- 1 - Locate and contact potential clients to offer Voip services.
- 2 - Explain to clients how specific type of the IWD calling solutions will help to reduce their calling bills.
- 3 - Provide clients with cost estimates of IWD tariff plan that adapts to their budget.
- 4 - Organize Account correspondence and paperwork.
- 5 - Prepare and deliver sales presentations to existing and new clients.
- 6 - Inform clients of the available calling options, or features, and provide samples and test.
- 7 - Create and print advertising or illustration materials (flyers, large posts, etc) for publicity . Use social media, TV, news papers, websites, landing pages, socials, and other methods to promote our voip services.
- 8 - Prepare promotional plans, sales literature, media kits, and sales contracts, trial period services, etc.
- 9 - Recommend appropriate solution.
- 10 - Use his shop or store to offer direct service and support to customers. He can help customers with account registration, activating a new SipNumber, subscription renewal, and so on.
- 11 - Can access his Admin account to manage his customers and monitor his earnings.

12 - Add his referral clickable button, link, or code on his webpage, social media, landing pages, blog, forum, publications, and others.

IWD Voip Services

1) Mobile Dialer app :

With our Mobile App, you can receive and make free or cheap VoIP calls from your mobile phone anywhere in the world. IWD customers need to download and install the app from the App Store and Google Play. To enable the app, the user must be registered to obtain the access credentials (SipNumber and password, Account username and password). The registration can be done by our agent, or online from our website.

(2) FreeCall Service.

The Click-to-Call FreeCall service is composed of a web-based phone calling system (webphone) that allows the caller to click and immediately connect and speak with IWD subscriber's mobile phone for free and from anywhere in the world. The system doesn't require the caller to download and install any software or app. It works with any type of mobile phone, PC, and all browsers. The calls are free for both sides, the caller and the receiver. No charges.

What makes IWD unique: Without a doubt, IWD's powerhouse is the Click-to-Call instant free phone call button and the integrated IVR / Call center services.

(3) And many more:

[Read the attached IWD Freecall service documentation. It's available on our website to read or download.](#)

How does a reseller work?

An IWD reseller agent can be a physical store (a call shop, bank, mobile phone store, internet point, supermarket, minimarket, agency, office, or any other type of store). A reseller agent can also be a freelancer without a physical store and work from home or from other premises.

An IWD agent can use his premises to receive customers, assist them in activating our service and subscription renewals, and provide subsequent technical support. An agent can use his website, landing pages, blog, forum, social media, etc. to manage his sales and customers.

Referral Marketing and Referral Account:

What is referral marketing?

As a referral, we reward you for all the new subscribers you bring and for promoting our services and products through any means you prefer, such as websites, landing pages, blogs, forums, social media, etc. We reward you whenever you refer a new subscriber. If the customer refers others, we also reward you, and so on. Your incentive is based on our referral program agreement.

Referral Account:

Our referral program is managed automatically by software. You require a referral account, a referral code, and a widget link button to place on your webpages.

Referred customers can click on the link button to be redirected to the IWD website. Our system detects customers redirected from your webpages. Your referred customers can also use your referral code directly on our web site. To operate as a referral, we open an account.

The Agent sales.

Subscriptions and renewals are all prepaid. Payments are made online on our website. When a customer goes to the agent shop for a new subscription or for a trial subscription, the agent opens our online subscription web page and does the necessary operations on behalf of the customer. The agent must use the subscriber's email and not his. The subscriber will receive the SIP number and password via email. The agent will also submit to the customer the username and password he used during registration. Bound by professional ethics, the agent should never disclose the client's information. For subscription renewals, the agent needs to request from the subscribers their username and password to enable him to accomplish the renewal operation. The Agent may use any of the below listed method to collect payment from the customer. It is extremely important that the agent always include his agent code when registering customers. This enables him to use his admin account to control the activities of his customers. The agent may not be able to view the renewals done by customers who were not initially registered under his agent code.

1. Payment method : using agent's credit card

The agent makes payment on behalf of his customers with his credit card and then request the equivalent in cash, plus any credit card transaction fee and commission for his services.

2. Credit Transfer method :

The agent can use the credit transfer function in his account dashboard to organize his sales payment. He loads his account with sufficient working funds, and at the customer's renewal request, he transfers funds from his account to the customer's account. He collects from the customer the equivalent in cash, plus any eventual transaction fee and commission for his services.

If the customer is a new subscriber, the operation requires two steps. Firstly, activate a trial subscription, then transfer funds.

Sales with customer's credit card:

The agent makes payment on behalf of his customers with the customer's credit card and then request from the customer the commission for his services.

Are you suited to be an IWD voice services sales agent?

Sales agents must have distinct personalities and be enterprising individuals, which means being adventurous, ambitious, assertive, extroverted, energetic, enthusiastic, confident, optimistic, dominant, persuasive, and motivational. Other characteristics include being artistic, which means being creative, intuitive, sensitive, articulate, and expressive.

Does this sound like you? Then you're one of us, and working as an IWD advertising sales agent is one of your best career options.

How to become an IWD sales agent:

Fill out the contact form. Include all the requested data. In the "More Details" field,

include all other necessary info to boost your competence. You must include one or more of the following information:

More Info:

- (1) Your business location
- (2) Professional experience
- (3) Percentage of determination

After verification and valuation, our selection team sends an email to the applicant. If the value is positive, an agent account will be activated and the agent will immediately be in our team.

Training.

Once the agent's request is approved, the selected candidate will receive all the necessary documentation and online training course.