



The TelFree Classic Agent Online Training

This is essential for all would be agents to study, regardless of their technical background or experience in IT or Telecommunications. The presentation deals primarily with the TelFree business model. This includes our product offerings, our unique marketing methodology, how to use our web-based technical infrastructure (i.e. the client, agent, and account manager web-based management interface), billing methods, commission structures, etc...

This material is simple to understand and does not include difficult to understand technical information (this is done by our technical team who will give you the support you need as an Agent). The focus of the training is for YOU the AGENT to understand what you are selling, how the end user will benefit, and how you can earn a real-time growing annuity income from your client's monthly TelFree subscription and daily usage of their TelFree 087 number(s).

Doing the online training:

From the TelFree website (www.telfree.co.za) click on helpdesk, logon to the help desk and register as a user. Once you have completed your registration, you can then log in and view the Knowledge Base (TelFree Agent Training Modules) and the Download (Agent Documents and Tools) templates.

The TelFree Agent Training Modules:

1. Welcome to TelFree
2. An Overview of TelFree Communications
3. The TelFree Classic Service Offerings
4. The Classic Sales and Implementation Process
5. The Classic Agent
6. The Classic Account Manager
7. The Agent Console
8. The TelFree Specialized Training
9. Simple VoIP Router Installation

N.B. Please be certain to do the Training Modules in the above order!

The Telfree Agent Documents and Tools (View these while studying the modules)

1. The Agent Agreement
2. The Subscriber Agreement
3. The TelFree Pre-installation Checklist
4. The TelFree Activation Form
5. The TelFree Advantage Calculator
6. A Sample Corporate Quote
7. A Glossary of Terms

The Agent Examination Quiz and Accreditation