



For Immediate Release

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For TDI, Inc.:

Rachel Sauerbrey

Marketing Communications

(480) 538-7744

rachel.sauerbrey@TDIinc.com

TDI Announces Availability of Liberation Connect!

Customer contact management system for outbound communications

Scottsdale, AZ — October 9, 2008: TDI, a leading provider of revenue-accelerating solutions for the contact center industry, today announced the availability of Liberation[®] Connect! Connect! is a full-featured contact solution for automating and managing outbound communications for telemarketing, debt collections, and other customer campaigns.

Connect! consists of campaign management, customizable reporting, and real-time statistics. Connect!'s robust, multi-mode outbound dialing technology and unattended campaign functionality maximizes agent talk time and productivity by efficiently delivering a continuous flow of live prospects to agents. It increases revenues by ensuring that agents spend more time talking with customers and prospects, and less time on non-revenue generating activities. Furthermore, its agent desktop improves customer satisfaction by guiding agents through the entire customer interaction and thus, ensuring that customers are treated positively and professionally.

"We've recognized an industry need for a customer contact management solution that is specifically designed for outbound communications," said Kathleen Kelly, Chief Executive Officer at TDI. "Connect! is focused on providing our telemarketing, debt collections, and fundraising customers with the contact management tools they need to communicate with their customers and prospects in a more effective manner. With Connect!, TDI continues its mission to provide innovative solutions that help companies increase revenues, improve productivity and enhance the customer experience."

Connect! is sold through a network of qualified resellers and is available immediately.

About TDI

TDI is the developer of Liberation[®] and Encore[™], a proven technology platform that helps companies increase revenues and develop their workforce. Liberation manages a contact center's entire sales workflow process, including campaign design and management, and agent effectiveness via an agent desktop; industry templates for ease of integration and operation, and performance management and reporting of results and trends. The Encore Suite maximizes the productivity of a contact center's workforce via integrated voice and screen recording, quality management, coaching, and its Portfolio[™] reporting and distribution package. For more information, contact TDI at 480-473-4460 or visit www.TDIinc.com.