



For Immediate Release

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For TDI, Inc.:

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TDI Expands its Sales Team

Scottsdale, AZ — September 8, 2009: TDI, a leading provider of agent productivity solutions for contact centers, announced today that it has expanded its sales team with the appointment of Ed Ziska as national sales director for the Mitel channel.

Ziska brings 25 years of sales and telecommunications industry expertise. Having held senior channel sales positions at Voice4Net, Verint, and Inter-Tel, Ziska has extensive call center knowledge in the areas of quality monitoring, IVR, and performance analytics. Ziska graduated from Lafayette College with a degree in Economics.

“As TDI increases its presence in the recording and performance management market, we want to continue to build our sales team with strong players,” said Christopher Faulkner, Vice President of Sales at TDI. “Ed will help us further expand our channel relationship with Mitel on a national basis. We expect great things from him.”

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 800.531.6440 or visit www.TDIinc.com.