



**For Immediate Release**

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**TDI Selects Nuance as New Speech Technology Partner**  
***TDI's Liberation Platform Features Nuance's RealSpeak Speech Solution***

**Scottsdale, AZ – June 24, 2009:** TDI, a leading provider of agent productivity solutions for contact centers, today announced the integration of Nuance's RealSpeak™, the leading Text-to-Speech (TTS) engine into TDI's Liberation® platform. Through this partnership, Liberation users will have the ability to convert text into high quality speech, helping generate additional revenues and further enhance employee productivity.

TDI integrated Nuance RealSpeak into version 7.0.6 release of their Liberation platform. Liberation is a comprehensive and flexible technology platform that manages all aspects of the customer/agent interaction within a contact center. Liberation customers can now reach enterprise-level scale for their speech needs, including spoken alerts, payment reminders, and appointment verifications more affordably with Nuance's high quality TTS engine.

"Nuance's RealSpeak was an easy choice for TDI; they offer a powerful and flexible engine, a wide variety of natural-sounding voices, and pricing that is affordable for any small or medium sized business," said Kathleen Kelly, Chief Executive Officer at TDI. "Nuance RealSpeak gives Liberation users a new and innovative way to communicate with customers while continuing to increase employee productivity and revenues, reduce operating costs and inefficiencies, and provide a high level of customer support, data security, and compliance."

RealSpeak is optimized for large-scale deployments of sophisticated telephony applications for the contact center, carrier, messaging and communications markets. It takes text input from a variety of sources— databases, email programs, news reports, Short Message Service (SMS) —and converts it into remarkably natural sounding speech output.

"TDI's Liberation platform is a great fit for RealSpeak," said Dan Faulkner VP of Product & Marketing, Nuance Enterprise. "Nuance RealSpeak has become a requirement for many communication platforms because it enables quick, cost-effective and natural communication with callers. We are pleased TDI has chosen RealSpeak; it will help Liberation users enhance the overall customer experience."

Nuance's RealSpeak TTS voices have been integrated into Liberation and are available immediately through a network of qualified resellers.

**About TDI Inc.**

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](http://www.TDIinc.com).

**Nuance Communications, Inc.**

Nuance is a leading provider of speech, imaging, and customer interaction solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications and professional services. For more information, please visit: [www.nuance.com](http://www.nuance.com).