



**For Immediate Release**

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**For TDI Inc.:**

Rachel Sauerbrey  
Marketing Communications  
480.538.7744  
[rachel.sauerbrey@TDIinc.com](mailto:rachel.sauerbrey@TDIinc.com)

**For NEC Unified Solutions:**

John Wise  
Manager, Media/Analyst Relations  
214.262.6384  
[jwise@necunified.com](mailto:jwise@necunified.com)

**Encore Enterprise, Business, and Express Systems Receive NEC Certification for UNIVERGE Solutions Partner Program**

**Scottsdale, AZ – May 8, 2009:** TDI, a leading provider of agent productivity solutions for contact centers, today announced that Encore Enterprise™, Encore Express™, and Encore Small Business™, its call recording and quality monitoring family of solutions, have been certified by NEC Unified Solutions, Inc. (NEC) as part of its UNIVERGE® Solutions Partner Program. All three call recording and quality management solutions are now certified to work with NEC's UNIVERGE product line, including the SV8100, SV8300, and SV8500 communications servers. Encore is also certified on the following NEC platforms: NEAX® 2400 IPX, NEAX 2000 IPS, and UNIVERGE SV7000.

"We are excited that our entire Encore product suite has earned NEC's UNIVERGE certification," said Kathleen Kelly, Chief Executive Officer at TDI. "This certification provides NEC resellers and our mutual customers with a scalable and flexible call recording and quality monitoring solution that meets their unique business needs while helping to improve agent, supervisor, and customer satisfaction and productivity."

Encore Enterprise is a performance management suite that includes voice and screen recording, quality management, coaching, and a reporting and business intelligence solution. Encore helps organizations develop sales and service associates, reduce agent attrition and onboarding time, maintain compliance, and quickly resolve disputes. The Encore Small Business System and Encore Express include the same award-winning technology as Encore Enterprise, but in a package scaled to fit smaller operations (48 ports and 24 ports, respectively).

"We are pleased that Encore passed the certification testing for the UNIVERGE Solutions Partner Program," said Jay Krauser, general manager, Core Solutions at NEC Unified Solutions. "With the entire Encore product line earning NEC certification, our customers now have three reliable deployment options that interoperate with NEC's solutions to meet their specific needs."

**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 480.473.4460 or visit [www.TDIinc.com](http://www.TDIinc.com).

**About NEC Unified Solutions, Inc.**

NEC Unified Solutions helps companies unify their business communications through innovative software, applications, development tools, and services. NEC offers a complete portfolio for unified communications, wireless, voice, data and managed services, as well as systems integration and application development. NEC Unified Solutions serves as the North American communications integration arm of global giant NEC Corporation for Fortune 1000, as well as small to mid-sized businesses in vertical markets such as hospitality, education, government, and healthcare. For more information, visit [www.necunified.com](http://www.necunified.com).

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