



**For Immediate Release**

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**For TDI Inc.:**

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**TDI's Commitment to Technology Integrations Results in Several  
New Integrations**

*TDI's Liberation and Encore Suites compatible with most major technology providers*

**Scottsdale, AZ – February 26, 2009:** TDI, a leading provider of revenue-accelerating solutions for contact centers, today announced that the Company recently completed technology integrations with Cisco, Mitel/Inter-Tel, and ShoreTel. Integrations with these key technology providers ensure seamless interoperability between our solutions and enable our joint customers to enhance the customer experience.

Liberation® now integrates seamlessly with the Mitel 3300. New integrations for Encore™ include ShoreTel's Unified Communications System, Mitel's 3300 Secure Recording Connector, and Cisco's Unified Communication Manager.

Liberation is a comprehensive and flexible technology platform that manages all aspects of the customer/agent interaction within a contact center. The Liberation platform, which is powered by campaign management, scripting, telephony automation, drives innovation and accelerates revenue growth. Encore 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, and ensure the best possible hiring decisions.

"We are excited to integrate our Liberation and Encore solutions with three leading technology partners to deliver a broader set of product offerings for our customers," said Kathleen Kelly, Chief Executive Officer at TDI. "Our goal is to continue to offer our customers innovative solutions that enhance the customer experience and improve agent productivity. By adding these solutions to our growing list of integration partners, we continue to make recording and campaign management easy and deliver the powerful benefits of integrated solutions to our expanding customer base."

**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).