



For Immediate Release

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**TDI's Mark Moore to Present Conference Session at INTERNET TELEPHONY®
Conference and EXPO West 2008**

Scottsdale, AZ — August 19, 2008: TDI, a leading provider of revenue-accelerating solutions for the contact center industry, announced today that Mark Moore, Chief Technology Officer at TDI, has accepted an invitation to present a session at TMC's 18th annual Internet Telephony Conference & EXPO being held September 16-18, 2008, at the Los Angeles Convention Center. Moore's educational session, titled "Enabling Home-Based Agents," is part of the TMC University and will place on September 16, at 9:00 a.m.

"With the growing number of agents working from home or in other locations through the power of virtualization, the technical challenges of setting up and supporting such a contact center can be overwhelming," said Moore. "My session will look at the tools necessary to make home agents successful, such as voice and data routing, agent authentication and security, monitoring, and workforce management. I look forward to sharing my observations and experience surrounding this topic with the audience at IT EXPO."

"We are very pleased that Mark Moore will be participating in this year's show. TDI is widely recognized and respected as an industry leader, and I am confident that our attendees will appreciate and value the opportunity to hear his perspective on *Enabling Home-Based Agents*," said TMC president, Rich Tehrani. "Over the past twelve months, widespread deployment of IP Communications services by global service providers, businesses and governments has reinforced that this exciting technology is a viable, cost-effective communications solution. As a result, we are seeing a significant number of senior-level executives attending IT EXPO as a means of learning about the technology so they too can take advantage of its benefits."

The IT EXPO is the world's largest and best-attended IP Communications trade show. Last year's conference drew over 7,000 buyers and sellers of IP Communications products and services. TMC projects total attendance to once again exceed 7,000.

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.tdirect.com.

About TMC

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in-person and online. TMC publishes Customer Interaction Solutions, Internet Telephony, Unified Communications and IMS Magazine. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by nearly one million US visitors according to Quantcast and by over three million unique visitors each month worldwide, according to Webtrends. In addition, TMC produces Internet Telephony Conference & Expo, Call Center 2.0 Conference, and Communications Developer Conference. For more information about TMC, visit www.tmcnet.com.