



For Immediate Release

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For TeleDirect International:

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**TeleDirect Announces Availability of Liberation[®] for Collections
*Powerful customer relationship management (CRM) platform serves as the
“front office” for collections organizations***

ACA Expo 2007, Chicago – July 26, 2007: TeleDirect International, a leading provider of customer interaction solutions, announced today the availability of Liberation for Collections. Liberation for Collections is a CRM platform designed to optimize collections workflow, encompassing contact management, agent productivity tools, compliance management, and a customizable collector desktop.

Liberation for Collections functions as a company’s “front office”, managing all aspects of the collector/debtor interaction, including interfaces with leading collections “back office” systems. Liberation for Collections includes:

- DialogGuide™ collector desktop that incorporates debtor account information, contact history, scripted agent workflow, standard interfaces to leading collections management systems and external applications such as payment processing. DialogGuide’s industry templates are optimized to support the workflow, culture, and reporting requirements of various collections organizations.
- CampaignManager™, a tool that facilitates campaign setup, list management, and business workflow integration.
- Portfolio™, a powerful business intelligence engine that allows business users to create and distribute historical and trending reports quickly, easily, and securely.
- VoiceAgent™, a voice messaging function that dramatically reduces cost-per-contact via unattended campaigns.
- Encore™ call recording and quality monitoring to identify best practices, develop and manage collectors, and reinforce organizational culture.
- Compliance management features to ensure conformity with required regulations.

“We are pleased to release Liberation for Collections - a proven revenue platform for the Collections Industry,” said Kevin Kraft, Executive Vice President of TeleDirect. “We recognize the opportunity to provide a comprehensive ‘front office’ to companies that want to dramatically improve collector productivity, increase revenues, and reinforce key workforce behaviors.”

Credit Union of Texas achieved full return-on-investment in less than 10 months using Liberation for Collections. “We implemented Liberation because it is a revenue-focused

application that is low maintenance and easy to use,” said Eric Cooper, Vice President of Credit Risk Management at Credit Union of Texas. “With Liberation we have accomplished two of our initial goals - we have increased collections revenue and minimized our training costs.”

Liberation for Collections is available immediately.

About TeleDirect International

TeleDirect is the developer of Liberation®, a comprehensive and flexible business-to-consumer (B2C) CRM platform that helps companies increase revenues and develop their workforce. Liberation seamlessly integrates customer interaction management (CIM), CRM, and workforce optimization (WFO) applications. For more information, contact TeleDirect at 480-585-6464 or visit www.tdirect.com.