



For Immediate Release

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For TDI:

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TDI Releases Liberation[®] for Vacation Ownership

ARDA Convention & Exposition, Las Vegas – April 7, 2008: TeleDirect International, Inc. (TDI), a leading provider of revenue-accelerating solutions for the contact center industry, announced today the general availability of Liberation[®] for Vacation Ownership. Resort developers, operators and management companies can now take advantage of TDI's comprehensive and integrated desktop sales solution powered by campaign management, telephony automation and agent performance optimization tools.

Liberation for Vacation Ownership scales from a single resort application to multisite enterprise vacation ownership contact centers, supporting sales, owner referrals, confirmations and collections departments. The platform can be affordably and rapidly implemented within a resort contact center's existing sales culture.

"We are pleased to introduce Liberation for Vacation Ownership," said Kathleen Kelly, CEO of TDI. "With over 10 years of experience providing customer interaction solutions to some of the largest vacation ownership organizations, TDI has a firm understanding of the unique requirements of the industry. This release reinforces our vision of providing contact centers with tools that help maximize agent performance and increase revenues."

"Wyndham Vacation Ownership is pleased to be working with TDI, providers of our contact center technology," said Joe Ruby, Senior Vice-President of Marketing for Wyndham Vacation Resorts. "Liberation has provided Wyndham greater visibility into our agent's performance, increased agent productivity and provided more customer contacts, along with a strong reporting package. Liberation's blended inbound and outbound functionality offers us an opportunity to significantly improve our customer interactions using a single, unified platform. The end result is that TDI has given us a tool that has greatly improved the results for all of our calling programs."

Key features of Liberation for Vacation Ownership include:

- Verticalized agent desktop and report templates that reflect industry best practices and can be customized to meet your workflow, culture, and reporting requirements
- Integrated Encore Performance Management that supports a Closed Loop Coaching[™] process to maximize agent performance
- Integrated scheduling for tours and mini vacations

- Comprehensive Federal compliance and credit card security features, such as the Payment Card Industry Data Security Standard (PCI DSS)
- Open APIs to easily exchange information with your existing reservations and back-office systems
- Deliver automated messages and generate inbound calls using VoiceAgent™
- Customizable scripting, knowledgebase and cross-sell & up-sell wizards
- Comprehensive reporting including detailed historical reports for tracking agent effectiveness and campaign efficiency

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.