



For Immediate Release

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For TDI, Inc.:

Rachel Sauerbrey

Marketing Communications

(480) 538-7744

rachel.sauerbrey@TDIinc.com

TDI's Encore Enterprise Suite Wins Technovation Award

Communication Solutions doubles sales effectiveness with closed-loop coaching solution

Scottsdale, AZ — October 30, 2008: TDI, a leading provider of revenue-accelerating solutions for the contact center industry, today announced that it has received the American Teleservices Association (ATA) 2008 Technovation Award for its Encore™ Suite. Presented at the ATA's 25th Annual Convention and Exposition, the Technovation Award recognizes innovative technologies that are the most influential to the advancement of Teleservices.

Encore is a comprehensive performance management suite that includes voice and screen recording, quality management, coaching, and a reporting and business intelligence solution. When combined with the Closed-Loop Coaching process, Encore helps organizations develop sales and service associates, reduce agent attrition and on-boarding time, and ensure the best possible hiring decisions.

TDI credits the Technovation Award win to the successful results achieved by its customers. For example, Communication Solutions, a leading third-party provider of inbound and outbound teleservices for cable, telecom, and financial services industries, implemented Encore to automate its qualitative reporting process, ensure consistency in supervisor evaluations, and provide their agents with the skill sets they were lacking.

"Within two months of implementation, our agent coaching and feedback sessions improved dramatically," said Tony Ridenour, Vice President at Communication Solutions. "Agents producing in the bottom third of sales production increased their evaluation scores by 25% and their sales per hour more than doubled! We are extremely pleased with the results we have received thus far and we look forward to implementing Closed-Loop Coaching tools from TDI within all of our contact centers."

"We are thrilled with the success Communication Solutions has experienced with our Encore Suite," said Kathleen Kelly, Chief Executive Officer at TDI. "Communication Solutions' results, and the ATA Technovation award, validate both our product direction and our unwavering commitment to providing innovative solutions that accelerate revenues, develop agents, and enhance the customer experience."

About ATA

The American Teleservices Association (ATA) is the only non-profit trade organization dedicated exclusively to the advancement of companies that utilize contact centers as an integral channel of operations. ATA members include companies with inbound or outbound contact centers, users of Teleservices, trainers, consultants, and equipment suppliers who initiate, facilitate, and generate telephone, Internet, and e-mail sales, service, and support. Founded in 1983, the American Teleservices Association (ATA) represents more than 4,000 contact centers that account for over 1.8 million professionals worldwide. For more information, contact ATA at www.ataconnect.org.

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.TDIinc.com.