



TEAM SUPPORT

CUSTOMER-CENTRIC CUSTOMER SUPPORT SOFTWARE



**PUTTING THE FOCUS OF CUSTOMER SUPPORT BACK ON THE
CUSTOMER WHERE IT BELONGS**

TEAMSUPPORT LETS YOUR COMPANY WORK TOGETHER
TO PROVIDE YOUR CUSTOMERS WITH
THE BEST CUSTOMER EXPERIENCE POSSIBLE.

WWW.TEAMSUPPORT.COM



“TeamSupport built a product that works the way we think - with the customer first. I especially like the capability of our corporate customers being able to create, review, and collaborate on tickets as the support team brings them to resolution.”

SCOTT LITTLE - MULTI-SYSTEMS, INC.

TeamSupport helps you:
RESOLVE ISSUES quickly.
COLLABORATE more effectively.
Know your **CUSTOMERS** better.
Support the needs of your **ENTERPRISE**.



Your customers and your team deserve more than “just another ticketing system.” Most support desk systems are made for one-on-one communications with your customers and don’t focus on the big picture.

TEAMSUPPORT IS DIFFERENT.

TeamSupport is a complete customer support suite that facilitates communication and collaboration between internal team members, other departments within the company, and clients to solve issues.

We strongly believe the best customer support experience is rooted in team collaboration. With your staff working as a team, they can easily draw on each other’s experience to get the best solution.

TEAMSUPPORT IS DIFFERENT.

And, it is **BUILT BY A TEAM** whose entire careers have been devoted to delivering exceptional customer service.



TeamSupport’s Unique Features

CUSTOMER EXPERIENCE	INCREASE AGENT EFFICIENCY	REPORTING & MANAGEMENT	UNDERSTAND YOUR CUSTOMERS	RESOLVE TICKETS FASTER
Community Forums Integrated Live Chat Facebook Integration Advanced Customer Portals SLA Management Integrated Screen Recordings	Easy E-mail Integration Integration with Popular CRM Systems Mobile Agent Tools Powerful Global Search Ticket Automation Integration w/Business Tools	Customizable Dashboards Advanced Custom Reports Product & Version Tracking Customer Level Reporting Rights Management Single Sign On	Complete Customer Database Customer Alerts Ticket History by Customer Customer Distress Index Related Tickets Ticket Deflection	Water Cooler Internal Social Media Tool Internal Chat Knowledgebase Ticket Deflection Groups Wiki

As veterans of the technology industry, we know your pain.



In the course of doing our jobs—as CEO, software developers and customer support and Help Desk professionals—over many years, we watched in frustration as communication consistently broke down within teams and across departments.

We knew there had to be a better way.

That's why we developed TeamSupport, a powerful yet easy-to-use Web-based enterprise software. Drawing upon industry best practices honed in numerous workplaces, we built a product that is widely considered one of the best in the field.

PRICING

SUPPORT DESK

\$35 per agent/month
(billed annually)

\$40 (billed monthly)

ENTERPRISE

\$45 per agent/month
(billed annually)

\$50 (billed monthly)

TeamSupport is a fully hosted solution, which is delivered in a “Software as a Service” (SaaS) model. That means you don’t have to install any software, buy any additional software or manage anything yourself. All you do is pay a low monthly fee for each user and access TeamSupport.com on any computer using any Web browser.

TEAMSUPPORT LLC | Exceptional Customer Support Through Better Collaboration

**CALL OR E-MAIL TODAY TO
SET UP A PERSONALIZED DEMO**

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