



For Immediate Release

TEAMSUPPORT.COM ANNOUNCES FALL '09 RELEASE

(Dallas, TX November 10, 2009) **TeamSupport.com** – an integrated SaaS based customer service, product management, and bug tracking system – today announced the immediate availability of their Fall 2009 release which includes new customer-focused features and 3rd party software integrations, including:

- **Service Level Agreement (SLA)** management helps TeamSupport users comply with service response time and other terms of contractual support agreements with their clients.
- **Wiki** creation engages end-users and facilitates the sharing of practical, "how to" product knowledge. Wikis can be used for internal purposes, such as defining feature requirements, or to compliment the on-line, customer service knowledge base.
- A powerful RESTful style **Application Programming Interface (API)** allows customers and development partners to create applications to take maximum advantage of the information contained within their TeamSupport databases.
- A new **Knowledge Base** functionality lets TeamSupport users embed and update a keyword searchable database into their customer self-service portal.
- **Advanced Email Integration** gives TeamSupport users the ability to create new support tickets from incoming emails and link future correspondence and attachments to those tickets.

- 3rd Party Affiliations: TeamSupport recently became an AppExchange certified partner with **Salesforce.com** and completed integration with 37Signal's **HighRise CRM**, as well as **Beanstalk**, the popular hosted Subversion (SVN) platform created by WildBit.

"Our software enhancement and product development efforts come directly from real world customer feedback," said Robert C. Johnson, CEO of **TeamSupport.com**. "We are committed to giving our end-users the features and functions necessary to be successful in their business ventures," Johnson concluded.

TeamSupport, conceived and developed by the software veterans of Muroc Systems, was created to address the very real need for better communication between manufacturers, their customers, and key client-focused teams within their organizations. "We recognized the need to keep everyone in-the-loop by integrating customer service, product development, sales and QA," Johnson explained. "TeamSupport breaks down the barriers between help desk and bug tracking systems. Having both groups working from the same knowledge base greatly enhances internal and external communications and that translates into happier customers and a better product."

TeamSupport, easily configured and customized, is offered in several reasonably priced versions and is scalable from a simple help-desk system to an enterprise wide issue, bug, feature, and customer management system.

About TeamSupport

TeamSupport.com is a wholly-owned subsidiary of Dallas, TX-based Muroc systems, Inc. (www.MurocSystems.com), a holding company focused on developing productivity enhancing software products delivered via the Software-as-a-Service (SaaS) model.

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