



For Immediate Release

TEAMSUPPORT.COM INTRODUCES "WATER COOLER," SOCIAL NETWORKING FOR SUPPORT TEAMS

(Dallas, TX January 12, 2010) **TeamSupport.com** (<http://www.TeamSupport.com>) – a trend setting provider of SaaS-based customer service and help desk tools – today announced the release of "Water Cooler," a communications and social networking enhancement for the company's flagship customer support application.

The Water Cooler is an intra-company social networking tool, similar to Twitter®, that gives internal teams a more effective way to share information and resolve customer issues. Like its physical H2O counterparts, TeamSupport's Water Cooler offers a virtual space for colleagues to connect and collaborate. It breaks down cubicle barriers and organizational obstacles to efficient, timely and effective problem solving.

The Water Cooler is one of many innovations that distinguish TeamSupport from the average customer service and help desk product. Among other features are collaborative text editing tools and the ability for multiple department staffs (customer service, product development, and QA, for example) to "read from the same page" as they track and resolve customer issues.

"The landscape of help desk and customer support systems hasn't really changed much since the concept was invented. You open a ticket, type-in some notes and eventually close it. Every system to date has followed some version of

that basic workflow, which is a very individual and narrow approach,” according to Robert C. Johnson, president of Muroc Systems. “We believe that solving problems – whether from an outside customer or internal department – is more successfully achieved when the entire team works together and communicates. TeamSupport continues to evolve around that concept.”

Employed by customer support and corporate help desks worldwide, easily configured and customized **TeamSupport** is offered in several reasonably priced, upgradeable versions. TeamSupport can be scaled from a simple help-desk application to a 100+ seat enterprise-wide customer support and product defect tracking 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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