



For Immediate Release

TEAMSUPPORT.COM ADDS LIVE CHAT TO THEIR CUSTOMER SUPPORT TOOLKIT

(Dallas, TX February 9, 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 “Live Chat,” a fully integrated enhancement to the company’s flagship customer support application.

The Live Chat module permits TeamSupport users to engage their customers in real-time online problem solving “conversations.” Integration with existing web sites and applications is a straightforward process; the chat buttons and user interface can be individually customized.

All support requests, no matter what channel they come through, are tracked, stored and follow common workflow rules. TeamSupport unifies the support process, giving customers the same high level of service no matter how they choose to communicate with the company.

“Today’s customers demand the ability to receive timely support by whatever means is most convenient: phone, e-mail, web, or online chat,” emphasized Robert C. Johnson, President of Muroc Systems. “TeamSupport gives our clients all the communication tools necessary to satisfy their customers’ support needs!”

Live Chat integrates with the customer database, so agents can access user information and past history. Other powerful features include the ability to

transfer the session to another agent, conference multiple agents into a single chat, and the ability to link chat transcripts to a new or existing trouble ticket.

Used by customer support and corporate help desks worldwide, **TeamSupport** is easily configured and customized; the application is offered in several reasonably priced, upgradeable versions. TeamSupport is scalable 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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