



For Immediate Release

TEAMSUPPORT.COM ANNOUNCES INTEGRATION WITH BATCHBOOK

(Dallas, TX June 21, 2011) **TeamSupport.com** (<http://www.TeamSupport.com>) – a trend setting provider of SaaS-based customer service and help desk tools – today announced a successful integration between the company's flagship TeamSupport product and Batchbook, a powerful social CRM system from [BatchBlue Software](#).

"Customer Support & Bug Tracking solutions rarely communicate efficiently with CRM systems, so keeping their separate customer databases synchronized is often a tedious and error-prone manual process," explained Robert C. Johnson, CEO of TeamSupport. "We make it easy to connect the data points by automatically importing key fields for any Batchbook record flagged as a 'Customer.' TeamSupport then monitors the CRM for any changes to those contacts and instantly updates itself. In addition, TeamSupport can place ticket data directly into a Batchbook customer record in the form of a note, complete with an active URL link back to the support ticket," he concluded.

"We are very excited to see this new integration with TeamSupport," said Batchbook CEO Pamela O'Hara. "Our customers can now see what's happening on both the sales and support sides of their business in one place, plus get a much better look at their entire customer relationship. We are happy to work with another Small Business Web (<http://thesmallbusinessweb.com>) member to align our products and make life even simpler for our shared customers."

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. (<http://www.MurocSystems.com>), a holding company focused on developing productivity enhancing software products delivered via the Software-as-a-Service (SaaS) model.

About BatchBlue Software

Batchbook, BatchBlue Software's flagship product, provides small businesses and entrepreneurs with web-based CRM software to manage and track contact information, communications and tasks. Based in Providence, R.I., BatchBlue Software is a privately held company. Additional information may be found at <http://www.BatchBlue.com>.

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