



**For Immediate Release**

## TEAMSUPPORT.COM RELEASES SOFTWARE FEATURES AND FUNCTIONS

NEW CAPABILITIES AND PARTNERSHIPS ENHANCE LEADING  
SAAS-BASED HELP DESK & CUSTOMER SUPPORT

(Dallas, TX December 8, 2011) **TeamSupport.com**

(<http://www.TeamSupport.com>) – a popular provider of web-based customer support and help desk software solutions – today announced immediate availability of a year-end software release. It adds a broad assortment of technology and customer-centric functionality enhancements, among them:

- **TeamSupport Mobile** – with support for all the major platforms, TeamSupport's new mobile interface enables clients to exceed customer expectations from the office or on-the-road.
- **Ticket Deflection** – this advanced technology gives TeamSupport the ability to automatically offer likely solutions to issues, increasing customer satisfaction while reducing the volume of inbound tickets.
- **Ticket Automation** – a very powerful new feature offering the ability to automate selected support ticket actions. TeamSupport users can establish detailed rules governing ticket response, escalation, transfer within the organization, and a wide range of other essential functions.

- **Reminders** – can automatically remind users to perform follow-up tasks associated either with a specific ticket or individual contact within TeamSupport.

- **Customer Portal** – TeamSupport's user-facing portal has been completely redesigned with a more customer-centric interface to enhance the experience for both first time and frequent visitors.

- **Facebook integration** – TeamSupport is now accessible to more than 800 million users of the mega-social network. Companies with a Facebook presence can use this tool to integrate a TeamSupport tab within their pages.

- **New 3rd Party Integrations** – The list of TeamSupport partnerships continues to grow with the addition of CRM providers [BatchBook](#) and [Zoho](#), as well as e-mail marketing provider [MailChimp](#). Additional functionalities have also been added to the [Salesforce.com](#) interface.

"Feedback from 'hands-on' users is the key to TeamSupport's dynamic and successful growth," said company CEO Robert C. Johnson. "Our software developers are committed to providing our customers with practical, user-tested business-building solutions. We created TeamSupport to improve communication between manufacturers, their customers, and key client-facing teams within their organizations. Happy customers and better products mean more sales," he concluded.

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.

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