



For Immediate Release

TEAMSUPPORT.COM ADDS SCREEN RECORDING FEATURE

(Dallas, TX January 24, 2012) **TeamSupport.com**

(<http://www.TeamSupport.com>) – the popular provider of web-based customer support and help desk software solutions – today announced the release of a powerful new screen capture capability. It gives users the ability to record audio and video of a discrepancy and embed it in tickets submitted to a TeamSupport-enabled customer portal.

Available to users of both TeamSupport's basic and advanced ticket submission portals, the option offers an "Add Screen Recording" button below the description box when filling-out a new support request. Users can add audio, such as a detailed narrative, to their recorded video. The combination of visual and verbal input gives Help Desk staff a compellingly clear understanding of any issue. For details, please visit: <http://help.teamsupport.com/integration/screen-recording>

"This feature will help customers relay more useful information with greater ease," said company CEO Robert C. Johnson. "Support teams can more rapidly resolve issues when they're able to fully visualize, understand and replicate the variables. It's one more tool we're adding to TeamSupport in our ongoing efforts to improve the customer support experience."

Employed by customer support and 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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