



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Sableux Salon
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
11-13-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised? ~~Software Support Personnel~~
- Courtesy—Were personnel friendly and courteous? ~~Hardware Support Personnel~~
- Quality—Was your problem resolved completely? ~~Care and Attention~~
- Were your questions & concerns answered thoroughly? ~~Overall Quality~~

Darrin was very fast, efficient & friendly.
Comments
Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Keller Williams
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
12-3-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised? ~~Software Support Personnel~~
- Courtesy—Were personnel friendly and courteous? ~~Hardware Support Personnel~~
- Quality—Was your problem resolved completely? ~~Care and Attention~~
- Were your questions & concerns answered thoroughly? ~~Overall Quality~~

Always the Best!
Comments
Register To Win—Return promptly to enter our monthly drawing for a free gift.



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UCAN
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
11-10-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised? ~~Software Support Personnel~~
- Courtesy—Were personnel friendly and courteous? ~~Hardware Support Personnel~~
- Quality—Was your problem resolved completely? ~~Care and Attention~~
- Were your questions & concerns answered thoroughly? ~~Overall Quality~~

Thanks PBSI!!
Comments
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I.O.W.

CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

11-19-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments *Always the best & we know you are working hard on our equipment, which we appreciate. I hear the monthly gift has changed! One of these days we want to win! Keep up the great work!*

Register To Win—Return promptly to enter our monthly drawing for a free gift.



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K. J. Miller

CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

12-3-14
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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EXCELLENT GOOD FAIR POOR

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- Care and Attention
- Overall Quality

Comments *Thanks for helping - Bob*

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Feb. 1. 14

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

11-25-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

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EXCELLENT GOOD FAIR POOR

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments *Even better, he fixed another problem while here that had not been properly fixed for over a year but attempted 2 times.*

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Commins & Brown
CLIENT NAME
Kevin 11-19-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Need to expedite return calls and/or emails.

Comments

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Batman Pain Clinic
CLIENT NAME
Kevin 12-2-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Thank you for making the extra effort to come out early!

Comments

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Healthy Beginnings
CLIENT NAME
Kevin 12-3-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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EXCELLENT GOOD FAIR POOR

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Kevin is very nice + friendly (even helped at front desk! lol)

Comments

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Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

Dennis, Brad, and all did a great job. On time excellent quality, and very professional

Comments

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CLIENT NAME
Kitzmiller Dermatology

FIELD ENGINEER (FIRST NAME)
Brad/Dennis

DATE OF SERVICE
11-26-14

RATING PBSI'S OVERALL SERVICE

- EXCELLENT GOOD FAIR POOR
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- Hardware Support Personnel
- Care and Attention
- Overall Quality

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Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

WE LOVE DENNIS!!!

Comments

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CLIENT NAME
INDUSTRIAL PAINT & SUPPLY

FIELD ENGINEER (FIRST NAME)
Dennis

DATE OF SERVICE
12-2-14

RATING PBSI'S OVERALL SERVICE

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- Hardware Support Personnel
- Care and Attention
- Overall Quality