Customer Support Response Card  PBSI strives to provide the highest quality service possib	ole. In CLIENT NAME
evaluating service quality, your feedback is very important. Veryou take a moment to complete the information below and resto PBSI? Thanks for your patronage and your opinion.	field Engineer (FIRST NAME)    The service   The service
RATING THIS SERVICE ENCOUNTER EXCELLENT	GOOD FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	Excellent Good Fair Poor
Timeliness—Did we do what we promised?	Seftware Support Personnel
Courtesy—Were personnel friendly and courteous?	Trialdware dappoint discinion 2 = = =
Quality—Was your problem resolved completely?	Cale and Attention
Were your questions & concerns answered thoroughly? The Great Came in fixed our issue. Great	Overall Quality
Comments	Register To Win—Return promptly to enter our monthly drawing for a free gift.
	Internal Medicine ASSOC
Customer Support Response Card	- Gamet
PBSI strives to provide the highest quality service possible	e. In CLIENT NAME
evaluating service quality, your feedback is very important. W	Vould 1/1/11/11/11/11/11/11/11/11
you take a moment to complete the information below and ret to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)  DATE OF SERVICE
(0 PBSt: Marks for your parionage and year epimeric	
RATING THIS SERVICE ENCOUNTER EXCELLENT	GOOD FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	Goldware Support Fisconner
Courtesy—Were personnel friendly and ∞urteous?	I I I I I I I I I I I I I I I I I I I
Quality—Was your problem resolved completely?	Cale and Attention
Were your questions & concerns answered thoroughly?  He has alot of patiences solved my pro	U U Overall Quality
Barring-He represents PB	SI Well:
Comments	Register To Win—Return promptly to enter our monthly drawing for a free gift.
Customer Support Response Card	- Solution Celler
PBSI strives to provide the highest quality service possible	client name
évaluating service quality, your feedback is very important. We	ould / / / / / / / / / / / / / / / / / / /
you take a moment to complete the information below and retu to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)  DATE OF SERVICE
	1
_	RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
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?	O Overall Quality \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
Joaner printer (HT) was was + will tally	The dest Widnes wark in all applications. If

Comments

Athe desk Sidnat work in all applications. The Register To Win—Return promptly to enter our monthly drawing for a free gift.

Pi S	
PBS	
eval	ι
you	t

## **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.

Dolotions (to	THOT Applied to
CLIENT NAME	- (V
Levin	1-17-17

you take a moment to complete the information below and return it	201a [-11-11
to PBSI? Thanks for your patronage and your opinion.	D ENGINEER (FIRST NAME)  DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FAIR PO	OR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ Software Support Personnel
Courtesy—Were personnel friendly and courteous? wy 🖾 🗖 🗍	☐ Hardware Support Personnel 図 ☐ ☐
Quality—Was your problem resolved completely?	Care and Attention
Troto your quotation of controlling and tropoughty.	Degral Quality Default of Delay and dane larly in the day. Did not foresee
When tich was coming. At earles was when force	rable! I gypatt
Comments dops, forgot to alique clan forms to new prenter.	in—Return promptly to enter our monthly drawing for a free gift.
· · · · · · · · · · · · · · · · · · ·	
evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it	ENT NAME  LUNIS  LD ENGINEER (FIRST NAME)  LD ENGINEER (FIRST NAME)  LD ENGINEER (FIRST NAME)
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FAIR PO	OOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
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
DONNIS IS AWESIME.	
	Vin—Return promptly to enter our monthly drawing for a free gift.
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	harles D. Hanshaw Do Jennis 1-6-17
to DDCI2 Thonks for your notronged and your animing	LD ENGINEER (FIRST NAME)  DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FAIR P	OOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	Excellent Good Fair Poor
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
Dinnis is always haboful and	answers all

Comments

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

Customer Support Response Card	Star Pediatris
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	CLIENT NAME  1-4-17
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F	AIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	☐ ☐ EXCELLENT GOOD FAIR POOR
Timeliness—Dig 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
Awesome to Always,	
Comments	r To Win—Return promptly to enter our monthly drawing for a free gift.
PR	
Customer Support Response Card	Deveys Pizza (Dayton
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
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.	1-19-17
The state of your pationage and your opinion.	FIELD ENGINEER (FIRST NAME)  DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F.	AIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	Excellent Good Fair Poor
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel ☐ ☐ ☐ ☐
	☐ ☐ Hardware Support Personnel 📈 ☐ ☐ ☐
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention
Were your questions & concerns answered thoroughly?	Overall Quality
Comments	r <b>To Win</b> —Return promptly to enter our monthly drawing for a free gift.
The second secon	
Customer Support Response Card	Er. C Hanshau W
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would	1-18-17
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
, , , , , , , , , , , , , , , , , , , ,	
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F.	
, , , , , , , , , , , , , , , , , , , ,	Excellent Good Fair Poor
	Software Support Personnel
<u> </u>	Hardware Support Personnel
	☐ ☐ Care and Attention ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Were your questions & concerns answered thoroughly?   Dennis sees out of his way t	accompant ou
requests.	
Comments Register	<b>r To Win</b> —Return promptly to enter our monthly drawing for a free gift