



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.

IRH

CLIENT NAME Brad DATE OF SERVICE 5-24-17
FIELD ENGINEER (FIRST NAME) 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

Top Service + a great personality - Brad provides great customer service!

Comments

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



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Pavelor Bowling Wmack

CLIENT NAME Kevin DATE OF SERVICE 6-20-17
FIELD ENGINEER (FIRST NAME) 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?
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Thank you Kevin for finishing hooking up the monitors at the docking stations and for moving our access point - we really appreciate it!!

Comments

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Pavelor Bowling & Wmack

CLIENT NAME Kevin & Stephen DATE OF SERVICE 6-14-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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Kevin & Stephen were great - only issue was they were given the wrong cables to hook up the monitors. They were very thorough in explaining how to use the new equipment !!

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Dot Systems, Inc.

CLIENT NAME

Dennis

6-2-17

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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KEVIN WAS SUPPOSED TO COME IN EARLIER, BUT DIDN'T SHOW. DENNIS WAS IN BOON 6/2/17 & DID A GOOD JOB GETTING OUR PRINTER GOING AGAIN!

Comments

Joe Polson



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Tri-State Pulmonary Assoc.

CLIENT NAME

Dennis

5-19-17

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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Adrian & Dennis were EXTREMELY helpful & Professional!

Comments



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Connie Ball MD

CLIENT NAME

Dennis

6-6-17

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Overall Quality

Excellent as always

Comments



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Killer Spots
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME) 6-28-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

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

Comments Awesome! Keep sending him. DARRIN IS GREAT!
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Killer Spots
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME) 6-2-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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Comments AWESOME! Simply AWESOME. NEEDS A RAISE FOR SUCE.
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Win Mad (Linst.)
CLIENT NAME
DARRIN
FIELD ENGINEER (FIRST NAME) 6-22-17
DATE OF SERVICE

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Comments DARRIN ALWAYS DOES A GOOD JOB AND IS VERY THROUGH.
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Haasan
CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

5/15/17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

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- Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR
- Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR

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

Call in number to schedule service is too lengthy & confusing. When I finally got to correct date I was on hold for a long time. Register To Win—Return promptly to enter our monthly drawing for a free gift. Called me back 2 hours later.



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SK Riggins
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

5-31-17
DATE OF SERVICE

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- Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR
- Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR

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

Darrin was extremely helpful in helping us set up voicemail. He was very quick and informative.

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