



# 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.

Kentucky Foot and Ankle Center  
CLIENT NAME

Darrin  
FIELD ENGINEER (FIRST NAME)

4-30-14  
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

You all are great  
Big Thanks to Darrin, Keith + Brittany  
Comments

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



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Saunders MD  
CLIENT NAME

Kevin / Darrin  
FIELD ENGINEER (FIRST NAME)

5-8-14  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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Replacng 3 x P's - software issues (too many) Function keys  
don't work (important for our daily operations - not acceptable - should be  
Comments

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Col Ctr for Women's Health  
CLIENT NAME

Kevin  
FIELD ENGINEER (FIRST NAME)

4-24-14  
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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There was an error in communication in regards to the scheduling  
but otherwise went fairly well - still fixing a few glitches -  
Comments

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Camden Med  
CLIENT NAME  
Kevin 5-6-14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Quality—Was your problem resolved completely?
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Fabulous its Always  
Comments

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Cheri Hall/Kessler  
CLIENT NAME  
Kevin 5-6-14  
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?

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Kevin answered all questions, fixed problem, educated me about how to use system.  
Comments Thanks!

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W. Chester Peds  
CLIENT NAME  
Kevin 4-28-14  
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? N/A
- Were your questions & concerns answered thoroughly?

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Comparatively speaking we are a relatively small business. It's quite refreshing that through all our encounters with PBSI we still feel "important".  
Comments Thank you!

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Pediatric Products, LLC  
CLIENT NAME  
Brad 5-1-14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- 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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Brad is GREAT!

Comments

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INTERNISTS OF WYOMING  
CLIENT NAME  
Brad 5-20-14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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OH, IF THEY COULD ALL BE LIKE BRAD!!

Comments

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Solutions # 66058  
CLIENT NAME  
Dennis 5-16-14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
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per annual the service was postponed several days. it was not a problem to re-schedule, but I called first to check why rep not here at appointed time. I'm accustomed to PBSI punctuality!

Comments

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the test still needs to be done to confirm that repair is complete.



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Neurosurgical Care, Inc  
CLIENT NAME

Dennis 5-5-14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

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- Overall Quality

Dennis & Keith are AWESOME!

Comments

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Danton Orthopaedic Surgery  
CLIENT NAME

Dennis 5-14-14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Overall Quality

Always Great Service

Comments

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Charles Hanshaw, DO  
CLIENT NAME

Dennis 4/28/14  
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Dennis is always the best!

Comments

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