



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.

Eye Associates of Danville
CLIENT NAME
Derrin
FIELD ENGINEER (FIRST NAME)
5-17-2016
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

Our system was down & thankfully it was restored by afternoon clinic. Thank you for such fast service! Lisa D.

Comments

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



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.

Healthy Beginnings
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
5-23-16
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

Kevin was amazing & informative! A joy to work with!

Comments

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



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.

DOT SYSTEMS, Inc.
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
5/10/16
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

John Doherty

Comments

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



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.

Caro Pediatric Center

CLIENT NAME

Dennis

5-3-16

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

Very impressed with how quickly my service call was scheduled -
And AS always, Dennis handled our problem immediately and
thoroughly! HE is the BEST

Comments

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



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.

Camden Medical
CLIENT NAME James Thomson

Dennis

5-12-16

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

Fabulous as always! Dennis is always
so personable!

Comments

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



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.

DAMON GATEWOOD, M.D., PLLC

Ky River Medical Partners Pme
CLIENT NAME

CLIENT NAME

Dennis

5-11-16

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

THANKS FOR THE CLEANING OF THE CPU
Excellent Service (Dennis) and thanks to ADRIAN for the suggestion + proposal

Comments

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



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.

Internists of Wyoming, LLC
CLIENT NAME (Your favorite doctor)
Dennis
FIELD ENGINEER (FIRST NAME) 4-2
DATE OF

RATING THIS SERVICE ENCOUNTER

- | | EXCELLENT | GOOD | FAIR | POOR |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Scheduling—Was your service scheduled promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness—Did we do what we promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy—Were personnel friendly and courteous? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality—Was your problem resolved completely? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were your questions & concerns answered thoroughly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RATING PBSI'S OVERALL SERVICE

- | | EXCELLENT | GOOD |
|----------------------------|-------------------------------------|--------------------------|
| Software Support Personnel | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Hardware Support Personnel | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Care and Attention | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Overall Quality | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Yes! You know we love you all! Dennis is so calming when in our office & a total "genius" at fixing everything!!
Comments
Register To Win—Return promptly to enter our monthly drawing
I will believe it when I see it



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.

Pets In Need
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME) 4-29
DATE OF

RATING THIS SERVICE ENCOUNTER

- | | EXCELLENT | GOOD | FAIR | POOR |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Scheduling—Was your service scheduled promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness—Did we do what we promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy—Were personnel friendly and courteous? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality—Was your problem resolved completely? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were your questions & concerns answered thoroughly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RATING PBSI'S OVERALL SERVICE

- | | EXCELLENT | GOOD |
|----------------------------|-------------------------------------|--------------------------|
| Software Support Personnel | <input type="checkbox"/> | <input type="checkbox"/> |
| Hardware Support Personnel | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Care and Attention | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Overall Quality | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Thanks Dennis!
Comments
Register To Win—Return promptly to enter our monthly drawing