



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.

INDUSTRIAL PAINT & Supply, Inc
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

5-18-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR
- Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR
- 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

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Great service from Dennis - Thank you

Comments

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



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Damon Goodwood M.D.
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

5-16-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR
- Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR
- 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

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Kevin was very helpful and discovered the problem we were having and performed troubleshooting for other issues. He did a great job.

Comments

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Cincinnati Psychoanalytic
CLIENT NAME

Darvin
FIELD ENGINEER (FIRST NAME)

3-30-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR
- Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR
- 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

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

AND MORE - THANKS, DARVIN.

Comments

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Buckeye OBI/GYN
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME) 5-16-17
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

So glad Dennis and PBSI are staying a part of our organization.
Dennis is great and I totally trust his abilities with all that is changing FI's nice
Comments 40 haldan 40 everyone there. Register To Win—Return promptly to enter our monthly drawing for a free gift.



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ADAM HOESING
CLIENT NAME
Steven
FIELD ENGINEER (FIRST NAME) 3-24-17
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 knowledgeable, always takes time to listen and help
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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S. Reznicek
CLIENT NAME
Steven
FIELD ENGINEER (FIRST NAME) 3-27-17
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

Steven is very conscientious and does a great job.
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Damon Gatewood MD
CLIENT NAME
Karin
FIELD ENGINEER (FIRST NAME)
5-16-17
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

Karin was so polite! Very nice - needs a raise
Comments
Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Institute for Reproductive Health
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
5-9-17
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

Brad always does an excellent job taking care of all of our needs. Dr. Masdy Thomas
Comments
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PAUL J. JANSON MD, PSC
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
5-18-17
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

Awesome Service - DID NOT HAVE TO WAIT LONG AT ALL. Computer went down & you were here before NOON to get us back up & Running.
Comments
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Institute For Reproductive Health

CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

3-29-17
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?

Brad always does a great job for us!

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

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Paul Janson

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

5-3-17
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?

Tech very nice

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

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Walt's BBQ

CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

3-21-17
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?

Still have issue w/ fax sound sometimes

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

~~Software Support Personnel~~

~~Hardware Support Personnel~~

Care and Attention

Overall Quality

Comments

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Industrial PAINT

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

5-12-17

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

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

Darrin helped us out immensely with multiple issues - thank you!!

Comments

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Roosevelt Supg Assoc

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

4-4-17

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

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- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

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

Great Service!!

Comments

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Perster, Bowling and Womack

CLIENT NAME

Darrin phone

FIELD ENGINEER (FIRST NAME)

5-16-17

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Were your questions & concerns answered thoroughly?

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

Darrin was great at answering all of our questions about the new phone system. Very polite & knowledgeable! ☺

Comments

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