



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.

Fischer - Blanton Inc

CLIENT NAME

Kevin

9-5-14

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?

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Very happy with Kevin's help!

Comments

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



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Commis E Brown

CLIENT NAME

Kevin

8-25-14

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?
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was not able to accomplish fix onsite. Had to take printer back to shop for repair

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Central Ky.

CLIENT NAME

Kevin

9-4-14

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Kevin was very helpful answering lots of questions from a new manager - Stephanie

Comments

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Pulmonary Medicines
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

9/10/2014
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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

I never received a call to let me know when he was scheduled to come, but other than that everything was fine.

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Mr. AUBURN NEUROLOGY
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

8-25-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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THANKS - AS ALWAYS, VERY PROFESSIONAL & EXCEPTIONAL !!!

Comments

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Graves H. New Women's
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

9/11/14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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Darrin got me back up quick and all is well! Thank!

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Hilgeford & Haway
CLIENT NAME
Dennis 9-19-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

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Thank you Dennis!
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Forrest S. Kahn MD
CLIENT NAME
Dennis 9-19-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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You guys are great! Appreciate you!
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South Dayton Acute Care Consultants, Inc.
33 W. Rahn Road Suite 102
Dayton, Ohio 45429
CLIENT NAME
Dennis 9-18-14
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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- Overall Quality

Quick + Accurate Excellent Support!!
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