



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 Peds Ctr

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

4-9-13

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

Comments Kevin was awesome! Very helpful with all my issues - solved every problem we had! Gave extra customer service - very appreciative

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



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Ped Card

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

4-15-13

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

Comments Kevin charged up the entire office! They got the battery replacement! VROOM VROOM!

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MT. AUBURN NEPHROLOGY - MARY KAY

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

4-8-13

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

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RATING PBSI'S OVERALL SERVICE

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Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments YOU HAVE TOP NOTCH EMPLOYEES WHO GIVE 100% IN CUSTOMER SERVICE - THANKS AEMN!!!

Comments

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Dr. Howshaw

CLIENT NAME

Darwin

FIELD ENGINEER (FIRST NAME)

4-4-13

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

Difficult to rate this - the field engineers are always prompt - courteous etc. it's the Visi fax itself we are not happy with! ongoing daily +

Comments *Weekly issues, down time, test results not received etc. etc. etc.!!*

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Dr. Smith

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

4-8-13

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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Hardware Support Personnel

Care and Attention

Overall Quality

My only concern was I called last week, I told someone would be here Friday. I was out of office and it was total chaos w/ printer not working and I wasn't here to field complaints. Kevin came today - happy about that he's great - but Friday would have been better.

Comments

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INTERLISTS OF WYOMING LLC

CLIENT NAME

Rob

FIELD ENGINEER (FIRST NAME)

4/16/13

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

questions answered in a thorough - detailed way - And I'm sure we have no idea what he said !! But we know his #!! - SADIE EGGER

Comments

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DID WE WIN??!



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Associates of Anderson O'Boyn
CLIENT NAME

Darrin 4-4-13
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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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Darrin not only did the preventative on the main frame but he fixed a couple other problems I was having. Thanks Darrin!
Comments

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Neo Chin
CLIENT NAME

Brad 2-20-13
FIELD ENGINEER (FIRST NAME) 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

VERY APPRECIATED! THIS WAS SCHEDULED WITHIN 24 HOURS. BRAD IS ALWAYS HELPFUL AND RESPONDS TO QUESTIONS THOROUGHLY.
Comments

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MCMG Group Hilliard
3617 HERITAGE CLUB DR.
HILLIARD OH 43026
CLIENT NAME

Dennis 4-16-13
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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EXCELLENT GOOD FAIR POOR

- Software Support Personnel
- Hardware Support Personnel
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Thanks PBSI Amy Debow
Comments

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Energy Alliance
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

4-16-13
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?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Darrin did a great job!

Thanks

Comments

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Energy Alliance
CLIENT NAME

Darrin/Rob
FIELD ENGINEER (FIRST NAME)

4/11/13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Great job! Very helpful

Comments

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