



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.

CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

1-23-13
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?

yes & in terms I could understand

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

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



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CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

1-21-13
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?

Kevin was very professional & thorough!

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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CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

12-26-12
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?

Time Warner Cable Has been very difficult to deal with, Darrin was extremely excellent.

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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Pulmonary Med of Dayton
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

1-18-13
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

Always great service
Comments

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Adarman & Corkey
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

1-4-13
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

Darrin was a true gentleman! He helped me out so much with this project. I could not have done it without it!
Comments

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Columbus East
CLIENT NAME

Rob/Dennis
FIELD ENGINEER (FIRST NAME)

1/22/13
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

Both Rob & Dennis were outstanding! and... they completed the job in less time than anticipated!
Comments

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Internists of Wyoming, LLC
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

1/11/13
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

Dennis is very thorough, conscientious, & thorough!

Comments

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Paul Card
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

1-16-13
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

Kevin did a great job with our hard drive!! It didn't hurt our feelings to get to look @ his pretty face! Thanks!

Comments

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Associates of Anderson
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

1-25-13
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

Darrin is very professional and efficient.

Comments

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Academy Of Medicine
CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

1-16-13
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

Thank you - All - for the good service!

Comments

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Trihealth CVS
CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

1-8-13
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

Brad was extremely helpful and knowledgeable

Comments

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of the phone



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Dr. Grogan
CLIENT NAME

Mike
FIELD ENGINEER (FIRST NAME)

1-9-13
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

Mike was extremely service oriented. Appreciate his

Comments

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Kristi



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Assoc. of Anderson

CLIENT NAME

Kevin

1-23-13

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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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 a Godsend, Timely + got the problem solved quickly - Thank you much

Comments

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Head & Neck

CLIENT NAME

Brad

1-22-13

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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Scheduling—Was your service scheduled promptly?

Timeliness—Did we do what we promised?

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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 is always GREAT!

Comments

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Columbus E. Int Med

CLIENT NAME

Kevin

12-27-12

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

Kevin was great! Friendly & explained exactly what he was doing! - Mike

Comments

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Buckeye OB/GYN
CLIENT NAME

Dennis 12-17-12
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

We love Dennis, he is an excellent trainer. Great Personality. Takes the time to assure we understand what we doing. Please send him all the time.

Comments

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Pomroy Biggin Hill
CLIENT NAME

Darrin/KEVIN 12-17-12
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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

Comments

Thanks !!!

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