



# 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*

CLIENT NAME

*Mike*  
FIELD ENGINEER (FIRST NAME)

*9-13-12*  
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?

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

*Excellent service with scheduled maint & now scheduled problems.*

Comments

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



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*Dr. Ede*

CLIENT NAME

*Kevin*  
FIELD ENGINEER (FIRST NAME)

*9-19-12*  
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?

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

*Kevin is extremely helpful when answering our questions. Thank you!*

Comments

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*Rossvelt Georgieal (West Chester)*

CLIENT NAME

*DARRIN*  
FIELD ENGINEER (FIRST NAME)

*9-19-2012*  
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 Efficient & in a timely manner. Very friendly. Thank you!*

Comments

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SOUTH DAVENPORT ACUTE CARE CONSULTANTS

CLIENT NAME

Brad

9-5-12

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

NOT POSITIVE FAX LINE ISSUE RESOLVED YET. TIME WILL TELL ALTERNATE PLAN IS IN PLACE IF NEEDED, UNEXPECTED UPGRADES - EXCELLENT

Comments WORK!!!

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# Customer Support Response Card

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Employers Choice

CLIENT NAME

DARRIN

9-19-2012

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

Darrin was & always is very helpful! He did a great job!

Comments

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# Customer Support Response Card

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Pediatric Associates

CLIENT NAME

DARRIN

8-27-12

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

"scheduled" three times as an area-call. Waited 6-8 hrs  
\* Please have Ray call me to discuss Thank you!

Comments

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Trulux Management Group  
CLIENT NAME

Darvin 9-13-12  
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

As always, A wonderful visit by our men in black!

Comments

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# Customer Support Response Card

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Dr. Mitchell Ede.  
CLIENT NAME

Rob 9/17/12  
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

So far there has not been a problem.

Comments

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Roosevelt Surgical  
CLIENT NAME

Mike 9-18-12  
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

Good job

Comments

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*EPW Elizabeth Town Physicians for Women*

CLIENT NAME

*Dennis*

*9-11-12*

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 are currently having an issue w/ Aug month end but they are resolving that as we speak!! I ♥ PBSI Manuela*

Comments

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*South Dayton Acute Care*

CLIENT NAME

*Dennis*

*9-12-12*

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

*DENNIS 9/13/12*

### 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 Much for all the different attempts to fix!!!*

Comments

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*Cummins & Brown LLC*

CLIENT NAME

*Brad*

*9-17-12*

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

*Excellent Performance. Team was the best. Brad-Exceptional!!!*

Comments

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Dr. William Kessler  
CLIENT NAME  
Rob  
FIELD ENGINEER (FIRST NAME)  
9/10/12  
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?

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Rob is awesome. Very patient, very professional. Thanks to Rob!  
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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SOLUTIONS Center for Applied  
CLIENT NAME Psychology  
Rob  
FIELD ENGINEER (FIRST NAME)  
8/31/12  
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?

### RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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

Hardware rep sent on 8/30/12 - more problems created after he left than before he arrived.  
Rob's service was day after. Responses above relate just to 8/31/12 service.  
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Adv Breas & Cosmetic Surg  
CLIENT NAME  
Kevin  
FIELD ENGINEER (FIRST NAME)  
8-29-12  
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? Not yet
- 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

Installed new backup drive. The backup isn't running, but Kevin is working on what the problem is. He has been good with following up.  
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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SOUTH DAYTON ACUTE CARE CONSULTANTS  
CLIENT NAME

Brad  
FIELD ENGINEER (FIRST NAME)

9-7-12  
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?

### RATING PBSI'S OVERALL SERVICE

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

Comments VERY QUICKLY SOLVED BOTH FAX LINE & OPX ISSUE!!!!  
Register To Win Return promptly to enter our monthly drawing for a free gift.