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Comments

## **Customer Support Response Card**

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CLIENT NAME	
Levin	4-3-14
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
FAIR POOR RATING PBS	I'S OVERALL SERVICE
	EXCELLENT GOOD FAIR POOR

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	Levin	4-3-14
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD I	FAIR POOR RATING PBSI'S OVE	RALL SERVICE
Scheduling—Was your service scheduled promptly?	☐ ☐ Exce	ELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ Software Support Personnel	প্ৰ ০ ০ ০
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personne	(d)
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention	d/0 0 0
Were your questions & concerns answered thoroughly?	Overall Quality	<b>4</b>
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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.	FIELD ENGINEER (FIRST NAME)	4-17- 4  DATE OF SERVICE
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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  LOVIN  FIELD ENGINEER (FIRST NAME)	4-9-14 DATE OF SERVICE
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Register To Win—Return promptly to enter our monthly drawing for a free gift. Comments

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

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Overall Quality

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Were your questions & concerns answered thoroughly?

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## **Customer Support Response Card**

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Levin	4-8-14
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would	CLIENT NAME	4-8-14
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He did his best to fix problem, but	needed to go to after	u for parts
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Register To Win—Return promptly to enter our monthly drawing for a free gift.

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# Customer Support Response Card

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