



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

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

☒ ☐ ☐ ☐

Comments

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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

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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

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Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

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CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

3-31-14

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

☒ ☐ ☐ ☐

THIS WASN'T AN "URGENT" MATTER - DIDN'T REQUIRE "EXCELLENT" SCHEDULING ATT AS USUAL!

Comments

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CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

4-24-14

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 very professional and friendly. responded quickly. Thanks!

Comments

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CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

3-21-14

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 did a great job.

Comments

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CLIENT NAME

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?

☒ ☐ ☐ ☐

Had problem with backup tapes, which Kevin wasn't aware of. He did his best to fix problem, but needed to go to office for parts.

Comments

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

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☐ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐



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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?

☐ ☐ ☐ ☐

Thanks for the quick repair.

Comments

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

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☐ ☐ ☐ ☐

Hardware Support Personnel

☐ ☐ ☐ ☐

Care and Attention

☐ ☐ ☐ ☐

Overall Quality

☐ ☐ ☐ ☐



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CLIENT NAME

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?

☒ ☐ ☐ ☐

Never a bad experience dealing with PBSI!

Comments

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

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐



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Forrest S. Kuhn MD

CLIENT NAME

Chuck

FIELD ENGINEER (FIRST NAME)

4/24/2014

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 sure 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 ☐ ☐ ☒ ☐

Comments *On going problem over 4-5 wk period; never had such a lengthy drawn out issue in 12 yrs*

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Midwest Equipment

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

4-24-14

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 *AS USUAL, DARRIN DOES A GREAT JOB!*

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K. F. Miller

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

3-31-14

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 *Will see* ☐ ☐ ☐ ☐

Comments *Hope it works! Thanks*

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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?

Dennis is always very friendly, patient and knowledgeable. He was very instrumental in helping resolve issues while at our office today!

Comments *Thank you, Lesa*

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

CLIENT NAME *Exp Associates of Danville*

FIELD ENGINEER (FIRST NAME) *Dennis*

DATE OF SERVICE *4/4/14*

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

☒ ☒ ☐ ☐

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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?

Always Good Support

Comments

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

CLIENT NAME *CD Veterans DO*

FIELD ENGINEER (FIRST NAME) *Dennis*

DATE OF SERVICE *3-27-14*

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

☒ ☒ ☐ ☐

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