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: Janice-Dot Systems

FIELD ENGINEER (FIRST NAME): Dennis

DATE OF SERVICE: 3-11-15

RATING THIS SERVICE ENCOUNTER

	Excellent	Good	Fair	Poor
Scheduling—Was your service scheduled promptly?	X	☐	☐	☐
Timeliness—Did we do what we promised?	☐	X	☐	☐
Courtesy—Were personnel friendly and courteous?	X	☐	☐	☐
Quality—Was your problem resolved completely?	☐	☐	☐	☐
Were your questions & concerns answered thoroughly?	☐	☐	☐	☐

RATING PBSI's OVERALL SERVICE

	Excellent	Good	Fair	Poor
Software Support Personnel	X	☐	☐	☐
Hardware Support Personnel	X	☐	☐	☐
Care and Attention	X	☐	☐	☐
Overall Quality	X	☐	☐	☐

Waiting on parts

Comments

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

Customer Support Response Card

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CLIENT NAME: Eye Associates of Danville - KY

FIELD ENGINEER (FIRST NAME): Dennis

DATE OF SERVICE: 4-1-15

RATING THIS SERVICE ENCOUNTER

	Excellent	Good	Fair	Poor
Scheduling—Was your service scheduled promptly?	X	☐	☐	☐
Timeliness—Did we do what we promised?	X	☐	☐	☐
Courtesy—Were personnel friendly and courteous?	X	☐	☐	☐
Quality—Was your problem resolved completely?	X	☐	☐	☐
Were your questions & concerns answered thoroughly?	X	☐	☐	☐

RATING PBSI's OVERALL SERVICE

	Excellent	Good	Fair	Poor
Software Support Personnel	X	☐	☐	☐
Hardware Support Personnel	X	☐	☐	☐
Care and Attention	X	☐	☐	☐
Overall Quality	X	☐	☐	☐

Dennis is always a pleasure to work with on site. Very professional + helpful!

Comments

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CLIENT NAME: Eye Associates of Danville

FIELD ENGINEER (FIRST NAME): Darrin

DATE OF SERVICE: 3/24/2015

RATING THIS SERVICE ENCOUNTER

	Excellent	Good	Fair	Poor
Scheduling—Was your service scheduled promptly?	X	☐	☐	☐
Timeliness—Did we do what we promised?	X	☐	☐	☐
Courtesy—Were personnel friendly and courteous?	X	☐	☐	☐
Quality—Was your problem resolved completely?	X	☐	☐	☐
Were your questions & concerns answered thoroughly?	X	☐	☐	☐

RATING PBSI's OVERALL SERVICE

	Excellent	Good	Fair	Poor
Software Support Personnel	X	☐	☐	☐
Hardware Support Personnel	X	☐	☐	☐
Care and Attention	X	☐	☐	☐
Overall Quality	X	☐	☐	☐

Great as always

Comments

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

Customer Support Response Card

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CLIENT NAME: *Bluegrass Classic*

FIELD ENGINEER (FIRST NAME): *Darrin*

DATE OF SERVICE: 3-24-15

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?	☑	☑	☐	☐
... concerns answered thoroughly?	☐	☐	☐	☐

RATING PBSI's OVERALL SERVICE

	Excellent	Good	Fair	Poor
Software Support Personnel	☐	☑	☐	☐
Hardware Support Personnel	☑	☐	☐	☐
Care and Attention	☑	☐	☐	☐
Overall Quality	☑	☐	☐	☐

Comments: Darrin is wonderful!! — Jaelie

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Customer Support Response Card

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CLIENT NAME: *SK Rigging Co. Inc*

FIELD ENGINEER (FIRST NAME): *Brad*

DATE OF SERVICE: 4-13-17

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: needed to come back w/a part.

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

Customer Support Response Card

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CLIENT NAME: *Aubrey Rose*

FIELD ENGINEER (FIRST NAME): *Kevin*

DATE OF SERVICE: 4/7/2015

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 did a great job, walked us thru the issues. Quick & great. Jer. did not know the spoke correctly

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