



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.

Intertek

CLIENT NAME

Steven

3-21-16

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

Steven came out almost immediately + had our camera system fixed in 10 mins. Quick + excellent service. Thank you :-)

Comments

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



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~~Intertek~~ Intertek ph

CLIENT NAME

Dennis

1-11-16

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

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

wonderful as always!

Comments

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Christ Care Peds

CLIENT NAME

Kevin

3-15-16

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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Midway Center
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
3-28-16
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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- Care and Attention
- Overall Quality

Kevin is very friendly and efficient. We talked him very much
Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.
DeDe Roach
394483



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ACCULUBE
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
3-30-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Overall Quality

Great people to work with!
Comments

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St. Agnes School
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
3-21-16
DATE OF SERVICE

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THURS - Rick
Comments

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Cincinnati Dermatology Center
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

3-15-16
DATE OF SERVICE

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- Care and Attention
- Overall Quality

Darrin was outstanding!
Comments

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Elizabethtown Physician
CLIENT NAME for Women

Dennis
FIELD ENGINEER (FIRST NAME)

3-15-16
DATE OF SERVICE

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Comments

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Hickford, Megan & Hansy M.D.
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

3-29-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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Thanks Darrin!
Comments M. Hanson

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