



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.

Interests of Wyoming
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
4-17-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

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?

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Awsome as usual!

Prove it! We have never won!

Comments

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



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Big Rx
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
4-10-17
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

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?

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Darrin is always great to work with - a true professional.
Thanks for your hard work and answering my dumb questions.

Comments

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Interests of Wyoming
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
4-11-17
DATE OF SERVICE

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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?

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

always excellent service, but we do not believe you
have a monthly drawing-- after all these years & we have never
won!!

Comments

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Charles H. Ege M.D.
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

4-21-17
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

Thx! CEge

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Assoc Eye Phys + Surgeons Inc
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

4-13-17
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Overall Quality

Comments



Never any complaints!! Excellent service

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Lumiere Healing Centers
CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

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Comments

Steven got everything taken care of in a friendly and timely manner, as always!

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Ind of Wyoming
CLIENT NAME

Kevin 5-3-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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Comments As usual outstanding service! We just still don't believe that you actually have a monthly drawing.
Most prob. H.I. Thanks Kevin!

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Healthy Beginnings
CLIENT NAME

Kevin 5-1-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Comments Regina Sharp / HB. (as always!)

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Foster & Motley
CLIENT NAME

Brad 4-21-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Care and Attention
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Comments Appreciated Brad's after hours support!

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