



# 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.

Cin Tech  
CLIENT NAME  
Darrin  
FIELD ENGINEER (FIRST NAME) 4-17-18  
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 QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

Comments Darrin has been excellent in helping me get our office set-up for my new role!

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



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Wia Med - Lincoln St.  
CLIENT NAME  
Darrin  
FIELD ENGINEER (FIRST NAME) 4-17-18  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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### RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Service
- Quality of Our Products

Comments Darrin does and knows his job!!

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Wt. Auburn Nephrology  
CLIENT NAME  
Darrin  
FIELD ENGINEER (FIRST NAME) 4-10-18  
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 QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

Comments We need to wait + see if problem is resolved

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*Carper A/2 Equip. person 4*

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CLIENT NAME

*Arriv*

FIELD ENGINEER (FIRST NAME)

*4-9-18*

DATE OF SERVICE

#### RATING THIS SERVICE ENCOUNTER

- Scheduling—Was your service scheduled promptly?  EXCELLENT  GOOD  FAIR  POOR
- Timeliness—Did we do what we promised?  EXCELLENT  GOOD  FAIR  POOR
- Courtesy—Were personnel friendly and courteous?  EXCELLENT  GOOD  FAIR  POOR
- Quality—Was your problem resolved completely?  EXCELLENT  GOOD  FAIR  POOR

Were your questions & concerns answered thoroughly?  
*Was way more complicated than I ever expected (phones & internet) but your team got me thru each phase - thumbs & a hand shake to all!*

Comments

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#### RATING PBSI'S OVERALL QUALITY

- Helpdesk Support Personnel  EXCELLENT  GOOD  FAIR  POOR
- Quality of Our Service  EXCELLENT  GOOD  FAIR  POOR
- Quality of Our Products  EXCELLENT  GOOD  FAIR  POOR



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CLIENT NAME

*Thomson Medical LLC*

DATE OF SERVICE

*4-9-18*

#### RATING THIS SERVICE ENCOUNTER

- Scheduling—Was your service scheduled promptly?  EXCELLENT  GOOD  FAIR  POOR
- Timeliness—Did we do what we promised?  EXCELLENT  GOOD  FAIR  POOR
- Courtesy—Were personnel friendly and courteous?  EXCELLENT  GOOD  FAIR  POOR
- Quality—Was your problem resolved completely?  EXCELLENT  GOOD  FAIR  POOR

Were your questions & concerns answered thoroughly?  
*I started this process on wed. 4-4, and was without a computer & printer until 4-9, that's my only complaint. In a high business medical office, this was not a good idea. We could have fixed some of the issues.*

Comments

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- Quality of Our Service  EXCELLENT  GOOD  FAIR  POOR
- Quality of Our Products  EXCELLENT  GOOD  FAIR  POOR