



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.

Cincinnati Community Mikva
CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

Aug 12, 2015
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised? more
- 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

Thank you, Steven!

Comments

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



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Missy Hagan
CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

7/21/15
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

Phone service is confusing & way too lengthy! And there is no option for home medical service. Very frustrating.

Comments

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Dot Systems, Inc. Joe Dotson
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

7-21-15
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

Called hardware support around 9:30. Dennis was Aurston Schwegel in here in PM. Took a little longer than I would have liked, but all well at end of day.

Comments

Dot Dotson - Thanks

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



Customer Support Response Card

^{Tracey}
Tracy Carlson (Dot System)

CLIENT NAME

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Dennis

7-21-15

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

without you I'd be nothing :D lol

Comments

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Customer Support Response Card

MCF Advisors (Lexington)

CLIENT NAME

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.

Darrin

7-2-8-15

FIELD ENGINEER (FIRST NAME)

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 was extremely helpful, as always!

Comments

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Customer Support Response Card

LINTI CENTER FOR PSYCHOLOGY & PSA INC
PHILIP D.

CLIENT NAME

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Dennis

7-24-15

FIELD ENGINEER (FIRST NAME)

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

DENNIS WAS ON TOP OF IT - CONTACTED LINTI BELL ON OUR BEHALF!

Comments

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The Buckeye OB/GYN
CLIENT NAME

Dennis 8-5-15
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
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- Care and Attention
- Overall Quality

Dennis is a true gentleman and represents PBSI very well! He deserves a raise.

Comments

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Companion Care
CLIENT NAME

Darrin 8-5-15
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?
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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
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- Care and Attention
- Overall Quality

Yes - even helped us with resource software issue

Comments

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W. Chesters - Leeds
CLIENT NAME

Kevin & Steven 7-27-15
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
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- Care and Attention
- Overall Quality

Kevin and Steven were very professional and personable. Did their best to figure out what was needed.

Comments

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Cincinnati Community Mikvel

CLIENT NAME

Steven

July 2015

FIELD ENGINEER (FIRST NAME)

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

Thank you, Steven!

Comments

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Customer Support Response Card

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Dayton Ortho

CLIENT NAME

Dennis

7-21-15

FIELD ENGINEER (FIRST NAME)

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

ALWAYS AWESOME SERVICE

Comments

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



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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.

Anthony Lopez

CLIENT NAME

DARRIN

8-5-15

FIELD ENGINEER (FIRST NAME)

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

ALL GREAT HELP WITH OUR VIEWS!

Comments

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



Customer Support Response Card

CINCINNATI OH 452

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CLIENT NAME

Intertek
Steven
FIELD ENGINEER (FIRST NAME)

7-16-15
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

Yes- helped me better understand + possible to move forward with a better system.

Comments

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CLIENT NAME

Dennis's Pizza
Darrin
FIELD ENGINEER (FIRST NAME)

8-10-15
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 was great & very helpful!

Comments

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CLIENT NAME

Dennis's PIZZA
Darrin
FIELD ENGINEER (FIRST NAME)

7-29-15
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 was so friendly & helping explain everything!

Comments

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S. A. Gabriel, D.O., INC.
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

8-7-15
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

Every one is so nice & so helpful. Answered all our questions & we love all of your products.
Comments

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Mt. Auburn Nephrology
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

8-12-15
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

Great!
Comments

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Pulmonary Medicine of Dayton
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

8-4-15
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

Thanks for your help! Ellen
Comments

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CLIENT NAME Steve Lambert DAVIS
Dennis FABACRAFT

FIELD ENGINEER (FIRST NAME) Dennis DATE OF SERVICE 7-15-15

RATING THIS SERVICE ENCOUNTER

- Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR
- Timeliness—Did we do what we promised? As fast as possible 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? EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

- Software Support Personnel EXCELLENT GOOD FAIR POOR
- Hardware Support Personnel EXCELLENT GOOD FAIR POOR
- Care and Attention EXCELLENT GOOD FAIR POOR
- Overall Quality EXCELLENT GOOD FAIR POOR

WAITING ON NEW SERVER

Comments

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CLIENT NAME Step By Step Pediatrics

FIELD ENGINEER (FIRST NAME) Dennis DATE OF SERVICE 7-21-15

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? EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

- Software Support Personnel EXCELLENT GOOD FAIR POOR
- Hardware Support Personnel EXCELLENT GOOD FAIR POOR
- Care and Attention EXCELLENT GOOD FAIR POOR
- Overall Quality EXCELLENT GOOD FAIR POOR

Dennis is always a pleasure

Comments

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