



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.

Trusy Ins Group
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
8-9-16
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

BRAD IS AWESOME!! GIVE HIM A RAISE!
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Compass on Care Animal Hosp
CLIENT NAME
Karin
FIELD ENGINEER (FIRST NAME)
7-2-16
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

Very informative & helpful!
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Plast. Graphics
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
7-22-16
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

As always the problem was solved. Thanks Bob
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Mt. Wadington Baptist Church
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

7-27-16
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

Darrin is very courteous & thorough. Very impressed how quickly he came here

Comments



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Powroy & Rhoads (Phone install)
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

7-13-16
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

Absolutely love Darrin, Adrian, and Keith

Comments



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



Customer Support Response Card

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Powroy & Rhoads (PC install)
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

7-13-16
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

Love Darrin, Adrian, and Keith

Comments



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



Customer Support Response Card

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National Retirement Consultants
CLIENT NAME

Darvin
FIELD ENGINEER (FIRST NAME)

7-26-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- 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

EXCELLENT GOOD FAIR POOR

- ~~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

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



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me Auburn Nephrology
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

7-15-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- 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

EXCELLENT GOOD FAIR POOR

- ~~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

the scheduling + timeliness took longer than quoted
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Int of Wyoming
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

7-6-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- 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

EXCELLENT GOOD FAIR POOR

- 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

Awesome as always, but we don't believe you actually do a drawing... need to prove it to us!
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift. HINT HINT!



Customer Support Response Card

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WOODROW CORP

CLIENT NAME

Dennis

7-22-16

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

ANOTHER FINE JOB !!!

Comments

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



Customer Support Response Card

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Blatner Paw Clinic

CLIENT NAME

Kevin

8-1-16

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

Very helpful and answered all our questions
Thank you so much for everything (U)

Comments

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Customer Support Response Card

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WOODROW CORP.

CLIENT NAME

Dennis

7-14-16

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

YOUR SOFTWARE & HARDWARE PEOPLE SAVED THE DAY!!! ALSO, GINGER

Comments WAS VERY HELPFUL,

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

YOU GUYS PUT THE "SERVICE" IN CUSTOMER SERVICE.

PAT McATEE



Customer Support Response Card

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Sinkro Corp
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) 7-12-16
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

Kevin WAS very courteous, and professional! Thx Amy

Comments

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



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Ace Sanitation
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) 7-26-16
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

Knowledgeable Rep — He's a Keeper

Comments

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Weapon X Motorsports
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME) 7-20-16
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

Darrin was excellent! showed us all the ins & outs of our phone system with care! Great guy that went above & beyond. Thank you

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Tom (Theresa Adams)

CLIENT NAME

Steven

FIELD ENGINEER (FIRST NAME)

8/10/16

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

NEEDED NEW NETWORK Card.

Comments

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



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Blasman Pain Clinic

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

2-29-16

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 ☺

Comments

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Customer Support Response Card

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Healthy Beginnings

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

7-21-16

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

Gina Sharp

Dennis is always helpful + patient w/us ☺

Comments

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



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Wm J Kessler MD
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

8-1-16
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

Don't know what we would do without Dennis! All support is awesome!

Comments



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



Customer Support Response Card

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Kainvac, Inc.
CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

7-29-16
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

We love "Smart Brad" 😊

Comments

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



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Caro Pediatric Center
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

7-19-16
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

Dennis! Dennis! He's our MAN! If HE can't fix it!

Comments NO ONE CAN!

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



Customer Support Response Card

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Healthy Beginnings
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
7-19-16
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

Was helpful and able to come up with solutions to problem

Comments

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



Customer Support Response Card

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Buckeye 08/6/16
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
8-10-16
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

We love Dennis. He is a Sweet heart!

Comments

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



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.

Acco 10/6
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
8-5-16
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 Service

Comments

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



Customer Support Response Card

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STAR PEDIATRICS

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

7-19-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

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?

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

We all agree DENNIS should be our personal IT guy and he is in this office everyday. @ You have an awesome employee there.

Star

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

Return promptly to enter our monthly drawing for a free gift.