



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.

Charles H. Hamilton Co
CLIENT NAME
Darin 8-8-18
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 QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

☒ ☐ ☐ ☐

Quality of Our Service

☒ ☐ ☐ ☐

Quality of Our Products

☒ ☐ ☐ ☐

Darin is the BEST!!

Comments

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



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Robert Schweitzer, MD
CLIENT NAME
Dennis 8-1-18
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

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Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL QUALITY

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Helpdesk Support Personnel

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Quality of Our Service

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Quality of Our Products

☒ ☐ ☐ ☐

THANKS!

Comments

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Accur
CLIENT NAME
Brad 8-21-18
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 QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

☐ ☐ ☐ ☐

Quality of Our Service

☐ ☐ ☐ ☐

Quality of Our Products

☐ ☐ ☐ ☐

Thank you for GETTING US PUNCHING AFTER LIGHTNING STRIKE

Comments

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INDUSTRIAL PAINT + SUPPLY

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

8-17-18

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? *Always!*

☒ ☐ ☐ ☐

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

☒ ☐ ☐ ☐

Dennis was quick to arrive and get our printer working again. Thanks!

Comments

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Midwest Equip.

CLIENT NAME

Darwin

FIELD ENGINEER (FIRST NAME)

8-23-18

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

☒ ☐ ☐ ☐

CANNOT SAY ENOUGH GOOD ABOUT DARWIN & JACOB. THEY ARE TREASURES!

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Roosevelt Surgical

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

8-7-18

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

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Helpdesk Support Personnel

☒ ☐ ☐ ☐

Quality of Our Service

☒ ☐ ☐ ☐

Quality of Our Products

☒ ☐ ☐ ☐

Great job!!

Comments

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