



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.

Ohio Fertility Providers
CLIENT NAME
Dave G
FIELD ENGINEER (FIRST NAME)
8-26-19
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

Excellent & efficient service by Docin and very pleasant personality!

Comments

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



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Damon Gatewood
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
8-20-19
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL QUALITY

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- Quality of Our Products

Kevin was great!

Comments

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Trusty Trus Group
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
8-27-19
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- 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

BRAD IS AWESOME & NEEDS A PAY RAISE!

Comments

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P20's of Hyde Park

CLIENT NAME

DARRIN

FIELD ENGINEER (FIRST NAME)

8-17-13

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

Darrin is Awesome!

Comments

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