



# 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.

Miami Valley Plastic Surgeons  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME)

8/6/20  
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

Dennis is Awesome - he totally gets the big picture. Consider the Cloning!

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



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Robert Lewis  
CLIENT NAME

Steven  
FIELD ENGINEER (FIRST NAME)

8.20.20  
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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### RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

Steven is as personable as he is competent - Excellent!

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Miami Valley Plastic  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME)

8-18-20  
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

Dennis gets 10 stars again! Big Bonus!

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mt Auburn Nephrology  
CLIENT NAME

Dennis 8-27-20  
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?
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### RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

Dennis completed the job but need additional assistance from Steve w  
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift. TV



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Eye Associates of Danville  
CLIENT NAME

Darrin 8-25-20  
FIELD ENGINEER (FIRST NAME) 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

EXCELLENT GOOD FAIR POOR

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

Wonderful onsite service as always with Darrin!  
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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MVPS  
CLIENT NAME

Dennis 8/25/20  
FIELD ENGINEER (FIRST NAME) 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

EXCELLENT GOOD FAIR POOR

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

Awesome job again by Dennis! CANNOT say enough Good things!  
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Better hang onto him Ray! lol

*(Very Smart Guy!)*



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64423 Miami Valley Colon Rectal Surg  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME) 8-20-20  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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### RATING PBSI's OVERALL QUALITY

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- Quality of Our Service
- Quality of Our Products

Dennis was awesome - ATT came out next day the line for the fax/credit card was accidentally pulled loose when removing all wires.  
Comments No Bill Deal. ATT came right out & fixed love you guys  
Register To Win—Return promptly to enter our monthly drawing for a free gift.



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WOODROW CORP  
CLIENT NAME

Dennis  
FIELD ENGINEER (FIRST NAME) 8-17-20  
DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Quality-Was your problem resolved completely?
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### RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

DENNIS WAS PROFESSIONAL, COURTEOUS AND VERY KNOWLEDGEABLE, AS ALWAYS. HE REPRESENTS PBSI IN THE BEST POSSIBLE WAY.  
Comments  
Register To Win—Return promptly to enter our monthly drawing for a free gift.