



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.

Pediatric Products
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
12-2-15
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

We love Brad!

Comments

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



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Pinpoint / Empower Services
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
11/17/15
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
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- Care and Attention
- Overall Quality

As always Darrin does a great job!

Comments

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Des Helped Myself
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
12-9-15
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!

Comments

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CLIENT NAME

Means Adult Primary Co

FIELD ENGINEER (FIRST NAME)

Kevin

DATE OF SERVICE

12-22-15

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?

Super friendly and super fast!

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments

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CLIENT NAME

Eye Associates of Danville

FIELD ENGINEER (FIRST NAME)

Dennis

DATE OF SERVICE

12-7-15

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?

Dennis is always very friendly + knowledgeable.

Comments

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CLIENT NAME

Acculube

FIELD ENGINEER (FIRST NAME)

Dennis

DATE OF SERVICE

11-18-15

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?

Dennis is the best staff member @ PBSI. Although my IT issues were not resolved quickly, this was beyond

Dennis's control.

Comments

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Solutions Ctr For Applied Sys
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME)
12-9-15
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

Comments *Printer is working better now. Thank you!* *JK*
Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Pediatric Products / Lou
CLIENT NAME
Dennis/Brad
FIELD ENGINEER (FIRST NAME)
11-12-15
11-13-15
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

Comments *Thank You Dennis & Brad*
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Oak Hill Union Local Schools
CLIENT NAME
Darrin/Brad/Steven
FIELD ENGINEER (FIRST NAME)
October '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

Comments *PBSI has been great to work with!*
Register To Win—Return promptly to enter our monthly drawing for a free gift.

PBSI ^w **Customer Support Response Card**

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RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments Everything was wonderful. :-)

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

CLIENT NAME Intertek - CARLISSA Thompson

FIELD ENGINEER (FIRST NAME) Steven & Kevin DATE OF SERVICE 11-19-15

RATING PBSI'S OVERALL SERVICE

	EXCELLENT	GOOD	FAIR	POOR
Software Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care and Attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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RATING THIS SERVICE ENCOUNTER

	EXCELLENT	GOOD	FAIR	POOR
Scheduling—Was your service scheduled promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments Courteous & nice as always - Thanks!

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CLIENT NAME Eye Assoc of Danville

FIELD ENGINEER (FIRST NAME) Kevin DATE OF SERVICE 11-16-15

RATING PBSI'S OVERALL SERVICE

	EXCELLENT	GOOD	FAIR	POOR
Software Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care and Attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>