



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.

Reverend Bowling, Wagonack and Markert
CLIENT NAME

DARRIN 12-3-19
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

Thanks to PBSI for all of your help with our move - especially Darrin for putting up with us HA!!!

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



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Walther EMC
CLIENT NAME

Dennis Becker 11-26-19
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

Following power outage late in afternoon, Dennis Becker dropped by on way home and spent 3 1/2 hours restoring internet and server drive access, coordinating with Brad. Excellent positive attitude and customer service. Walther EMC has 3 sh: fits, so we really needed it.

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Seven Hills Womens
CLIENT NAME

DARRIN 11-27-19
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

Darrin is excellent! I have every confidence in his ability to solve any problem that arises.

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Walther EMC
CLIENT NAME
Brad (remote) 11-26-19
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

Following power outage late in afternoon, Brad worked remotely after hours coordinating with Dennis Becker to restore our drives. Was not a quick or easy task

Comments but they did not complain and did excellent work. Our 24-hours of operation benefitted. Register To Win—Return promptly to enter our monthly drawing for a free gift.