



# 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.

RESERVE Eunice Willard  
CLIENT NAME

Steven 11-19-2020  
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

STEVEN CHECK EXCELLENT SUPPORT!  
Comments Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Mathews and Mathews  
CLIENT NAME

DARRIN 12-18-20  
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?
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- Quality of Our Products

Harold is Awesome  
Always above & beyond. So helpful.  
Comments \* Register To Win—Return promptly to enter our monthly drawing for a free gift.



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C.D. Henshaw DO  
CLIENT NAME

Dennis 12-30-20  
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?
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### RATING PBSI's OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Service
- Quality of Our Products

As always Dennis is awesome!  
Comments \* Register To Win—Return promptly to enter our monthly drawing for a free gift.