



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.

Christcars Pediatrics
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

2-3-16
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

Darrin was very polite and did a good job. Anita
Comments

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



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Berkley Oblap/Inc.
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

2-1-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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Dennis went over & above to help us. Putting up with my staff he deserves a medal for a good staff drink. He was very helpful.
Comments

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Summit Family
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

2-10-16
DATE OF SERVICE

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- Overall Quality

Kevin stayed onsite for TWC installation & his oversight of TWC technician & support to test connections, VPN for laptops greatly appreciated!
Comments

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Caro Peds

CLIENT NAME

Kevin

2-3-16

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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- Overall Quality

Comments *Always friendly, ask answers all questions - Thanks*

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Dot Systems Inc

CLIENT NAME

Kevin

2-3-16

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

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- Overall Quality

Comments *He said I'd win if I put really nice things down! He was nice! You guys rock. Thanks for putting up w/ us! - Tracy*

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Caro Pediatric Center

CLIENT NAME

Dennis

Stacy

2-12-16

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments *thanks for such great service 😊*

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

Please pick me



Customer Support Response Card

Feb

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Assoc Eye Dr. Fleishma
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

2-8-16
DATE OF SERVICE

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"/> |

RATING PBSI'S OVERALL SERVICE

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

AS ALWAYS TOP NOTCH!!!

Comments

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