PB SI	<u>C</u>
PBSI	striv

Customer Support Response Card

ves to provide the highest quality service possible. In a service quality, your feedback is very important. Would

DR. Homps	E. Vogel
CLIENT NAME	, ()
Steven	1/30/17
	DATE OF SERVICE

you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	Steven FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F	FAIR POOR RATING PBSI'S OVERA	ALL SERVICE
Scheduling—Was your service scheduled promptly?	☐ ☐ Excel·	LENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel	
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel	
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention	
Were your questions & concerns answered thoroughly? ☐ ☐	Overall Quality	
Gent Job ii		
Comments Registr	er To Win—Return promptly to enter our mont	hly drawing for a free gift.
Customer Support Response Card	Bohrs Dież St	amping Co., Inc
PBSI strives to provide the highest quality service possible. In		. .
evaluating service quality, your feedback is very important. Would		2-6-17
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
, , , , ,	, in the state of	
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD	FAIR POOR RATING PBSI'S OVER	RALL SERVICE
Scheduling—Was your service scheduled promptly?		ELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel	ø o o o
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel	
Quality—Was your problem resolved completely?	Care and Attention	
Were your questions & concerns answered thoroughly?	Overall Quality	
	right to work and was	tinished Soone
than I had expected.	4 T ME	
Comments	ster To Win—eturn promptly to enter our mor	ithly drawing for a πee giπ.
	//	
Customer Support Response Card		+
Customer Support Response Caru	1 ischer 10 be	MADL
PBSI strives to provide the highest quality service possible. In	CLIENT NAME	
evaluating service quality, your feedback is very important. Would	1) Arriva	1-27-17
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	FIELD-ENGINEER (FIRST NAME)	DATE OF SERVICE
\$ · · · · · · · · · · · · · · · · · · ·		•
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F		
Scheduling—Was your service scheduled promptly?		LENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	Software Support Personnel	
Courtesy—Were personnel friendly and courteous?	Hardware Support Personnel	
Quality—Was your problem resolved completely?	Care and Attention	
Were your questions & concerns answered thoroughly? I are the concerns answered thoroughly?	□ □ Overall Quality King the initiative	to come
	100 1- 101-1	
1/2	ter To Win—Return promptly to enter our mon	thly drawing for a free gift.
Comments	and the same of the control of the same of the control of the cont	- 0

Cüstomer Support Response Ca	ard				Dot Sust	201 Z	a		
PBSI strives to provide the highest quality service pos			CI	JENT	NAME	770			
evaluating service quality, your feedback is very important	ssible nt W	e. In Guld	İ		Ω				
you take a moment to complete the information below and	d retu	ım it		K	Grain	2	-9-	17	
to PBSI? Thanks for your patronage and your opinion.			FI	ELD E	NGINEER (FIRST NAME)	DATE	OF SER	RVICE	
RATING THIS SERVICE ENCOUNTER EXCELLE	ENT G	300D	' Fair I	Poor	RATING PBSI'S OVER	ALL S	SERVI	<u>CE</u>	
Scheduling—Was your service scheduled promptly?	石				Excel	LENT	GOOD	FAIR	Poor
Timeliness—Did we do what we promised?	刄				Software Support Personnel	₽			
Courtesy—Were personnel friendly and courteous?	Ø				Hardware Support Personnel	D			
Quality—Was your problem resolved completely?	\square				Care and Attention				
Were your questions & concerns answered thoroughly?	Ø				Overall Quality	A			
- 0 No 1 : 2 0 1 1 2 1 10		7/	- 4	Cice	60				
Comments	105				ble as alua	4			
Connents	R	egiste	er To	Win-	-Return promptly to enter our mont	hlỹ dra	wing f	or a fre	e gift.
					en e	a.			
Customer Support Response Ca	ard		1 4	1 N	. Hanshaw Do	1			
				JENT	NAME				
PBSI strives to provide the highest quality service posevaluating service quality, your feedback is very important			0.	_1_1) ,				
you take a moment to complete the information below and				Å	Tommen	/	-31	-17	•
to PBSI? Thanks for your patronage and your opinion.			FI	ELD E	ENGINEER (FIRST NAME)	DATE	OF SEI	RVICE	
RATING THIS SERVICE ENCOUNTER EXCELLE			_ 1	_	DATING DDCIIG OVER		2 E D. (1	0 E	
	ENT C	200n	EAID	Daan					
		1000 	FAJR I	Poor	RATING PBSI'S OVER				Doon
Scheduling—Was your service scheduled promptly?	ent c XI XI		FAIR	Poor	Exce	LLENT	GOOD	FAIR	444
Scheduling—Was your service scheduled promptly? Timeliness—Did we do what we promised?					Exce Software Support Personnel		Good	FAIR	
Scheduling—Was your service scheduled promptly? Timeliness—Did we do what we promised? Courtesy—Were personnel friendly and courteous?			FAIR		Exce Software Support Personnel Hardware Support Personnel	LLENT	GOOD	FAIR	
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?					Software Support Personnel Hardware Support Personnel Care and Attention	LLENT	Good	FAIR	
Scheduling—Was your service scheduled promptly? Timeliness—Did we do what we promised? Courtesy—Were personnel friendly and courteous?				Poor	Exce Software Support Personnel Hardware Support Personnel	LLENT	GOOD	FAIR	
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?				Poor	Software Support Personnel Hardware Support Personnel Care and Attention	LLENT	GOOD	FAIR	
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?	N N N N N N N N N N N N N N N N N N N				Software Support Personnel Hardware Support Personnel Care and Attention	LLE TO	6000 	FAIR	
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? Al Ways areat Service	N N N N N N N N N N N N N N N N N N N				Exce Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality	LLE TO	6000 	FAIR	
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? Always areat survice.	A NAMA NA				Exce Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality	LLE TO	6000 	FAIR	
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? Al Ways areat Service	A NAMA NA				Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon	LLE TO	6000 	FAIR	
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? Always areat gurvee Comments Customer Support Response Ca	N N N N N N N N N N N N N N N N N N N	Regist	er To		Exce Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality	LLE TO	6000 	FAIR	
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service possible.	MA AND AND AND AND AND AND AND AND AND AN	Registr	er To		Exce Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon	LLE TO	6000 	FAIR	
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service posevaluating service quality, your feedback is very important you take a moment to complete the information below and	ard ssible ont. W	Registr	er To		Exce Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon	LLE TO	6000 	FAIR	
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service posevaluating service quality, your feedback is very important.	ard ssible ont. W	Registr	er To	Win-	Exce Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon	thly dr	6000 	FAIR	
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service posevaluating service quality, your feedback is very important you take a moment to complete the information below and	ard ssible of return to the state of the sta	Registres. In fould urn it	er To	Win-	Exce Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon Marketter Marketter NAME	thly dr	Good Good Good awing	FAIR	
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service posevaluating service quality, your feedback is very important you take a moment to complete the information below and to PBSI? Thanks for your patronage and your opinion. RATING THIS SERVICE ENCOUNTER EXCELLED	ard ssible of return to the state of the sta	Registres. In fould urn it	er To	Win-	Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon My Kessler Mi) NAME RATING PBSI'S OVER	thiy dr	Good Good Good awing	FAIR	ee gift.
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service posevaluating service quality, your feedback is very important you take a moment to complete the information below and to PBSI? Thanks for your patronage and your opinion. RATING THIS SERVICE ENCOUNTER EXCELLE Scheduling—Was your service scheduled promptly?	ard ssible ont. We do retu	Registres. In fould urn it	er To	Win-	Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon My Kessler MD NAME RATING PBSI'S OVER EXCE	thiy dr	awing SERV	FAIR	ee gift.
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service pose evaluating service quality, your feedback is very important you take a moment to complete the information below and to PBSI? Thanks for your patronage and your opinion. RATING THIS SERVICE ENCOUNTER EXCELLE Scheduling—Was your service scheduled promptly? Timeliness—Did we do what we promised?	ard ssible ont. We do retu	Registres. In fould urn it	er To	Win-	Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon My Kesses My NAME RATING PBSI'S OVER Exce Software Support Personnel	thly dr	awing SERV	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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service pose evaluating service quality, your feedback is very important you take a moment to complete the information below and to PBSI? Thanks for your patronage and your opinion. RATING THIS SERVICE ENCOUNTER EXCELLED Scheduling—Was your service scheduled promptly? Timeliness—Did we do what we promised? Courtesy—Were personnel friendly and courteous?	A rd ssible of return of the r	Registres. In fould urn it	er To	Win-	Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon NAME RATING PBSI'S OVER EXCE Software Support Personnel Hardware Support Personnel	thly dr	Good awing OF SE	FAIR FAIR FOR a free FAIR FAIR	Poor
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? Comments Customer Support Response Ca PBSI strives to provide the highest quality service pose evaluating service quality, your feedback is very important you take a moment to complete the information below and to PBSI? Thanks for your patronage and your opinion. RATING THIS SERVICE ENCOUNTER EXCELLE 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?	ard ssible ont. We do retu	Registres. In fould urn it	er To	Win-	Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Return promptly to enter our mon My Kesses My NAME RATING PBSI'S OVER Exce Software Support Personnel	thly dr	awing SERVI	FAIR	Poor

as always Densis was

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

ustomer Support Response Card PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would 2-13-17 you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion. DATE OF SERVICE FIELD ENGINEER (FIRST NAME) RATING THIS SERVICE ENCOUNTER RATING PBSI'S OVERALL SERVICE EXCELLENT GOOD FAIR POOR Ø П П Scheduling—Was your service scheduled promptly? EXCELLENT GOOD Software Support Personnel Timeliness—Did we do what we promised? Hardware Support Personnel Courtesy—Were personnel friendly and courteous? Quality—Was your problem resolved completely? Care and Attention Were your questions & concerns answered thoroughly? \square Overall Quality A very Knowledga Jennis has never disappointed us. Comments Register To Win-Return promptly to enter our monthly drawing for a free gift. 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. FIELD ENGINEER (FIRST NAME) **DATE OF SERVICE** RATING THIS SERVICE ENCOUNTER RATING PBSI'S OVERALL SERVICE EXCELLENT GOOD FAIR POOR Scheduling—Was your service scheduled promptly? EXCELLENT GOOD ☐ Software Support Personnel Timeliness—Did we do what we promised? Hardware Support Personnel Courtesy—Were personnel friendly and ∞urteous? Care and Attention Quality—Was your problem resolved completely? Were your questions & concerns answered thoroughly? Overall Quality Register To Win-Return promptly to enter our monthly drawing for a free gift. Comments

FAIR

FAIR

FAIR

П

Poor

П

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD

Poor

Poor

П

Customer Support Response Card **CLIENT NAME** 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 FIELD ENGINEER (FIRST NAME) to PBSI? Thanks for your patronage and your opinion.

Software Support Personnel Timeliness-Did we do what we promised? Hardware Support Personnel Courtesy—Were personnel friendly and courteous? П П Care and Attention Quality—Was your problem resolved completely? П П **Overall Quality** Were your questions & concerns answered thoroughly? Register To Win-Return promptly to enter our monthly drawing for a free gift.

EXCELLENT GOOD FAIR POOR

Comments

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly?

	•
Customer Support Response Card	Dot 545
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would	21-12
you take a moment to complete the information below and return it	Kevin 2-6-17
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F	AIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel ☐ ☐ ☐ ☐
Courtesy—Were personnel friendly and ∞urteous?	☐ ☐ Hardware Support Personnel ☑, ☐ ☐ ☐
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention ☐ ☐ ☐
Were your questions & concerns answered thoroughly?	Overall Quality
You avus are the Dest. I kn	ow were not an easy client.
Comments Registe	er To Win—Return promptly to enter our monthly drawing for a free gift.
	-Trau
	$\mathcal{L}_{\mathcal{L}}}}}}}}}}$
and the	
Customer Support Response Card	Signam T tobus I Marsicians
	CLIENT NAME
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	1)Arrin 01/09/17
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD	FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	Software Support Personnel J
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel ☒ ☐ ☐ ☐
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention ☐ ☐ ☐
· · · · · · · · · · · · · · · · · · ·	Overall Quality
vveie your questions & concerns answered thoroughly:	B B oronan dadam)
Mank Ihm Daram.	
Comments	ter To Win—Return promptly to enter our monthly drawing for a free gift
Conments	To your
· · · · · · · · · · · · · · · · · · ·	
PR COL	$\Theta \cdot (A) - (A)$
Customer Support Response Card Le	VIHI/2V LUTENTAITU
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would	
you take a moment to complete the information below and return it	DArrin LIOII
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F	FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	☐ ☐ EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	Software Support Personnel
Countries Were personnel friendly and courtesur?	G G Hardware Support Personnel G G G

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?

Daffin did a great so and way why for him completely.

Comments

Excellent Good Fair Poor Poor Pair Poor Pair Poor Pair Poor Pair Poor Poor Personnel

Overall Quality

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

	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	EXCELLENT, GOOD FAIR POOR Software Support Personnel
	Comments Register T	o Win—Return promptly to enter our monthly drawing for a free gift.
-	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	CLIENT NAME Levin FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
	RATING THIS SERVICE ENCOUNTER 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?	EXCELLENT GOOD FAIR POOR Software Support Personnel
	Comments Register 1	To Win —Return promptly to enter our monthly drawing for a free gift.
اا ا	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	Develor Bowling Womack CLIENT NAME Kewin FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
	of his help today! Sara : 0	RATING PBSI'S OVERALL SERVICE Excellent Good Fair Poor Software Support Personnel