



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.

DR. THOMAS E. Vogel
CLIENT NAME

Steven
FIELD ENGINEER (FIRST NAME)

1/30/17
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

Great Job :)

Comments

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



Customer Support Response Card

W

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Bahrs Die & Stamping Co., Inc.
CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

2-6-17
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

Brad did a great job, he came in got right to work and was finished sooner than I had expected.

Comments

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Fischer Robertson
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

1-27-17
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL SERVICE

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Thank you to Darrin for taking the initiative to come over and solve the mystery! Great job!

Comments

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Dot Systems

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

2-9-17
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

efficient & knowledgeable as always

Comments

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CD. Hanshaw DO

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

1-31-17
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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- Care and Attention
- Overall Quality

Always great service

Comments

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Wm J Kessler MD

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

2-9-17
DATE OF SERVICE

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- Overall Quality

As always Dennis was awesome :)

Comments

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Buckeye 08/64N
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME) *2-13-17*
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL SERVICE

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Dennis has never disappointed us. A very knowledgeable gentleman!

Comments

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Camden Med
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) *1-30*
DATE OF SERVICE

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Fabulous As Always!

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Summit Family
CLIENT NAME
Kevin
FIELD ENGINEER (FIRST NAME) *1-30-17*
DATE OF SERVICE

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Kevin spent lot of time addressing various user issues till fully resolved! Thank you!!!

Comments

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Dot Sys
CLIENT NAME
Kevin 2-6-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Comments You guys are the best. I know were not an easy client.

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-Tracy!



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Summit Family Physicians
CLIENT NAME
Darrin 01/09/17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Comments Thank you Darrin!

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Red Valley Interfaith
CLIENT NAME
DARRIN 2-8-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Comments Darrin did a great job and was very forthcoming with all of the information we needed.

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Cincinnati Metals
CLIENT NAME
Darin 1-23-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
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- Overall Quality

Great easy transition!

Comments

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Pomeroy & Rhoads
CLIENT NAME
Kevin 1-23-16
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- Overall Quality

EXCELLENT WORK! We love PBSI!!

Comments

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Develar, Bowling Womack
CLIENT NAME
Kevin 2-1-17
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Overall Quality

Kevin was extremely helpful in sorting out my "mess" - can't thank him enough for all of his help today! Sara :)
Help

Comments

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