



# 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.

Caro Podiatric Center

CLIENT NAME

Dennis

2/8/19

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

Comments: Thanks to Dennis for his DYNAMIC service! And to the whole TEAM for getting it DONE! 😊

Comments

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



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MVPS

CLIENT NAME

Dennis

2-16-19

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

Comments: Ray Dennis Deserves A RAISE & a big one! Very Valuable Employee!!

Comments

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CLIENT NAME

Brad & Steven 2-7-19

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

### RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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- 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

Comments: Brad + Steven were able to get a great deal of work done today & answered a lot of Non-Related Questions today. Excelled Service

Comments

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WOODROW CORP.  
CLIENT NAME  
Dennis  
FIELD ENGINEER (FIRST NAME) 2/25/19  
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

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- Quality of Our Service
- Quality of Our Products

DENNIS REPRESENTS PBSI IN A VERY PERSONABLE & COURTEOUS WAY. DENNIS IS A VERY KNOWLEDGEABLE ENGINEER. HE IS TOP NOTCH!!!  
Comments

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Grippio's  
CLIENT NAME  
DARRIN  
FIELD ENGINEER (FIRST NAME) 2-5-19  
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

We love Darrin! He is professional everytime he comes to see us!!!  
Comments

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Institute for Reproductive Health  
CLIENT NAME  
Dennis  
FIELD ENGINEER (FIRST NAME) 2-20-19  
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

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- Quality of Our Service
- Quality of Our Products

Dennis was able to get out to correct the issues night away. He also fixed a number of issues while he was here. Thank you, Marlyn (IRH)  
Comments

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