



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.

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

2-25-20

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?

Kevin helped fix a few extra items while he was onsite today. Great Service + Expertise AS USUAL. Thank you, Mark

Comments

RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

Quality of Our Service

Quality of Our Products

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



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CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

2-27-20

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?

Very helpful & professional

Comments

RATING PBSI'S OVERALL QUALITY

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CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

2-17-20

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?

Excellent + Quick Service in multiple issues.

Thank you, FRH

Comments

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EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

Quality of Our Service

Quality of Our Products

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Mt. Auburn Nephrology
CLIENT NAME
Darrin 2-10-20
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?
- 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

Thanks Darrin!

Comments

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Robin Imaging
CLIENT NAME
Steven & Brad 2/27
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

The VPN connection was missed

Comments

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BRIAN AND FORMAL
CLIENT NAME
Steven 2/17/20
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?
- 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 WAS FANTASTIC AND SO GOOD THANK YOU

Comments

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