



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

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 SERVICE

EXCELLENT GOOD FAIR POOR

☒ Software Support Personnel

☒ Hardware Support Personnel

☒ Care and Attention

☒ Overall Quality

IT TOOK A FEW WEEKS FOR AN ONSITE SERVICE.

DARRIN IS THE BEST! HE NEEDS A RAISE. BREMER

Comments

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



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☒ 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 was hands down the nicest man I've ever met. He was knowledgeable, helpful & friendly. We couldn't be happier with our decision to go with PBSI. You have been amazing. Thank you

Comments

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☒ Were your questions & concerns answered thoroughly?

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RATING PBSI's OVERALL SERVICE

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☒ Software Support Personnel

☒ Hardware Support Personnel

☒ Care and Attention

☒ Overall Quality

Dennis is always Awesome

Comments

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DEMIRJIAN
CLIENT NAME

Rob
FIELD ENGINEER (FIRST NAME)

12/17/13
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 ☒ ☐ ☐ ☐

STILL THE PRO'S. I knew Rob could fix everything!
Comments PBSI - worth every penny

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Forrest S. Kuhn MD
CLIENT NAME

Rob
FIELD ENGINEER (FIRST NAME)

12/19/13
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 ☒ ☐ ☐ ☐

You're our favorite!
Comments

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Customer Support Response Card

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Miami Valley Plastic Surgeon
CLIENT NAME

Rob
FIELD ENGINEER (FIRST NAME)

12/23/13
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 ☒ ☐ ☐ ☐

Rob is great! Very nice & efficient.
Comments P.S. I still don't like your New Phone System!

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Timeliness—Did we do what we promised?

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Courtesy—Were personnel friendly and courteous?

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Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

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Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☐ ☐ ☐ ☐

Care and Attention ☐ ☐ ☐ ☐

Overall Quality ☐ ☐ ☐ ☐

KEVIN WAS AWESOME. PATIENT, KNOWLEDGEABLE, HELPFUL.

Comments

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Timeliness—Did we do what we promised?

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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 ☒ ☐ ☐ ☐

Thank you!

Comments

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Quality—Was your problem resolved completely?

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Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

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Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Thank you for coming to my rescue! I was in a panic & you came right out & got me up & running again.

Comments

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USA - Lamp and Ballast
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
12-30-13
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

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~~Software Support Personnel~~ ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

THANKS FOR THE PROMPT RESPONSE

Comments

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Buckeye OBGYN
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
1-8-14
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?

☒ ☐ ☐ ☐

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Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

We would like Darrin to just move into our facility, he fits Right In!!!

Comments

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Buckeye OBGYN
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
1-6-14
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?

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Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

We love Darrin, he knows exactly how to deal with us.

Comments

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Camden Medical

CLIENT NAME #61923

Rob

FIELD ENGINEER (FIRST NAME)

12/30

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

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Courtesy—Were personnel friendly and courteous?

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Quality—Was your problem resolved completely?

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Were your questions & concerns answered thoroughly?

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EXCELLENT GOOD

Software Support Personnel

☐ ☐

Hardware Support Personnel

☒ ☐

Care and Attention

☒ ☐

Overall Quality

☒ ☐

went above & beyond !! Thanks so much

Comments

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