



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

RATING PBSI'S OVERALL SERVICE

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?

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

WONDERFUL SERVICE. ALWAYS SMILING. VERY KNOWLEDGEABLE. THANKS FOR ANSWERING ALL OF MY QUESTIONS!

Comments

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



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ALWAYS A PLEASURE - VERY HELPFUL!

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We ♥ Smart Beads

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- Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

Comments Kevin is always very professional & helpful. terrific support personnel!

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CLIENT NAME Eye Assoc of Danville

FIELD ENGINEER (FIRST NAME) Kevin DATE OF SERVICE 12-23-15

RATING PBSI'S OVERALL SERVICE

- EXCELLENT GOOD FAIR POOR
- Software Support Personnel EXCELLENT GOOD FAIR POOR
- Hardware Support Personnel EXCELLENT GOOD FAIR POOR
- Care and Attention EXCELLENT GOOD FAIR POOR
- Overall Quality EXCELLENT GOOD FAIR POOR



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- Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR
- Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

Comments Kevin was very friendly and went out of his way to be helpful.

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

CLIENT NAME Ted Lum M.D.

FIELD ENGINEER (FIRST NAME) Kevin DATE OF SERVICE 1-5-16

RATING PBSI'S OVERALL SERVICE

- EXCELLENT GOOD FAIR POOR
- Software Support Personnel EXCELLENT GOOD FAIR POOR
- Hardware Support Personnel EXCELLENT GOOD FAIR POOR
- Care and Attention EXCELLENT GOOD FAIR POOR
- Overall Quality EXCELLENT GOOD FAIR POOR