



# 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.

Healthy Beginnings (NCH)  
CLIENT NAME

Darrin  
FIELD ENGINEER (FIRST NAME)

12/19/17  
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

Comments

Always wonderful!

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



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Trusty Ins. Monroe  
CLIENT NAME

Darrin  
FIELD ENGINEER (FIRST NAME)

12-21-17  
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

Comments

DARRIN IS AWESOME - NBBS A PAY RAISE!!

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SST Conway  
CLIENT NAME

Kevin  
FIELD ENGINEER (FIRST NAME)

1-3-18  
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

Comments

Kevin - was a great help in walking me through everything. He is a very polite and helpful person.

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



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GT Industrial

CLIENT NAME

Kevin

12-20-17

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

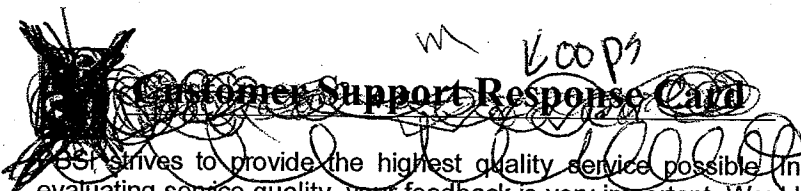
Care and Attention

Overall Quality

Kevin was excellent beyond words! Super helpful with our move and making sure our system ran.

Comments

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



# Customer Support Response Card

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Kalra and Patel MD's

CLIENT NAME

Kevin

1-8-18

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

Kevin is always very pleasant and helpful! Thank you!!

Comments

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



# Customer Support Response Card

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Develer Bouding

CLIENT NAME

Kevin

1-10-18

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

Kevin was a big help - he fixed my phone! Thanks so much!!

Comments

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## Customer Support Response Card

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### RATING THIS SERVICE ENCOUNTER

- |   | EXCELLENT                           | GOOD                                | FAIR                     | POOR                     |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Scheduling—Was your service scheduled promptly?     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness—Did we do what we promised?              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy—Were personnel friendly and courteous?     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality—Was your problem resolved completely?       | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Were your questions & concerns answered thoroughly? | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

Comments Kevin was very nice & worked efficient

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

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

### RATING PBSI'S OVERALL SERVICE

- |                            | EXCELLENT                | GOOD                                | FAIR                                | POOR                                |
|----------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Software Support Personnel | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Hardware Support Personnel | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Care and Attention         | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Overall Quality            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

DATE OF SERVICE

1-4-18

## Customer Support Response Card

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### RATING THIS SERVICE ENCOUNTER

- |   | EXCELLENT                           | GOOD                     | FAIR                     | POOR                     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Scheduling—Was your service scheduled promptly?     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness—Did we do what we promised?              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy—Were personnel friendly and courteous?     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality—Was your problem resolved completely?       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were your questions & concerns answered thoroughly? | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments Dennis is awesome. Patient, kind & smart!

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

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

### RATING PBSI'S OVERALL SERVICE

- |                            | EXCELLENT                           | GOOD                     | FAIR                     | POOR                     |
|----------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Software Support Personnel | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hardware Support Personnel | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Care and Attention         | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall Quality            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

DATE OF SERVICE

12-6-17