



# 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.

The Reg Gallery  
CLIENT NAME  
Darrin  
FIELD ENGINEER (FIRST NAME) 1-15-19  
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

Darrin is the best!  
Comments  
**Register To Win**—Return promptly to enter our monthly drawing for a free gift.



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I.O.W.  
CLIENT NAME  
Darrin  
FIELD ENGINEER (FIRST NAME) 1-16-19  
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 are thrilled to have our 3 new computers! Just one glitch, but Darrin fixed it! Thank you, PBSI!! Aren't we your BEST customer?  
Comments  
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Summit Family Physicians  
CLIENT NAME  
Steven  
FIELD ENGINEER (FIRST NAME) 1/16/2019  
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

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
- Quality of Our Service
- Quality of Our Products

Thanks Steven for installation & phone lines!  
Comments  
**Register To Win**—Return promptly to enter our monthly drawing for a free gift.