



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.

WEALTHQUEST - MARK BATES

CLIENT NAME

Steven

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 FOR ALL OF YOUR EXCELLENT WORK!

Comments

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



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DR. THOMAS E. VOGEL

CLIENT NAME

Steven

FIELD ENGINEER (FIRST NAME)

1-12-21

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL QUALITY

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Waiting to see if fix will solve problem.

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Miami Valley Plastic Surgeons Inc.

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

1-27-21

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Products

Dennis Excellent again! **** I think he is getting better each time comes

Comments

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IF THAT'S POSSIBLE

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Palm Med of Dayton
CLIENT NAME

Dennis 1-4-21
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Smooth transition

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Mt. Auburn Nephrology
CLIENT NAME

Dennis 1-5-21
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Service
- Quality of Our Products

Dennis also helped w/ getting my lost QB back. He was great! Took the additional time needed to get this fixed.

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Pulmonary Medicine
CLIENT NAME

Dennis 2-10-21
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?
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- Quality-Was your problem resolved completely?
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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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- Quality of Our Products

Dennis has been great to work with!

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