

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.

Connie Ball, MD
 CLIENT NAME
Dennis 2-9-21
 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?
- 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

Comments

Another wonderful experience from the King of Computers

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

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Win Mad (Lin St.)
 CLIENT NAME
Darrin 2-24-21
 FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling-Was your service scheduled promptly?
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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 Service
- Quality of Our Products

Comments

Darrin is great to work with, knows what he's doing and gets the job done.

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Win-Mad (Lin St.)
 CLIENT NAME
Darrin 2/13/21
 FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

- Scheduling-Was your service scheduled promptly?
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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

- Helpdesk Support Personnel
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Comments

Darrin is great

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Cincinnati Allergy and Asthma Ctr., Inc.
CLIENT NAME

DARRIN
FIELD ENGINEER (FIRST NAME)

07-10-21
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling-Was your service scheduled promptly?
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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

Darrin did an excellent job!! Paula
Comments

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Cornie Bell MD
CLIENT NAME

Kern
FIELD ENGINEER (FIRST NAME)

2-2-21
DATE OF SERVICE

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RATING PBSI'S OVERALL QUALITY

EXCELLENT GOOD FAIR POOR

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

Always a pleasure. Your staff is prompt
effective: courteous & thank you! Tara
Comments

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